

Self-Evaluation For Accessibility In California State Parks

**Accessibility Section
Acquisition and Development Division**



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June 2001

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Executive Summary

Introduction

The Americans with Disabilities Act (ADA) is a civil rights law that mandates equal opportunity for individuals with disabilities. The ADA prohibits discrimination in access to jobs, public accommodations, government services, public transportation and telecommunications. The California State Department of Parks and Recreation has undertaken a comprehensive evaluation of its policies, programs and facilities to determine the extent to which individuals with disabilities may be restricted in their access to services and activities.

Presented in three parts, the report describes the process developed to complete the evaluation of the Department's activities, provides policy and program recommendations, presents a Transition Plan for the modification of facilities to ensure program accessibility, and presents a Trail Plan for statewide programmatic access.

This document will guide the planning and implementation of necessary facility and program modifications over the next several years. The ADA Self-Evaluation and Transition Plans are significant in that they establish the Department's commitment to the development and maintenance of policies, programs and facilities that include all of its citizenry.

ADA Self-Evaluation and Transition Plan Development Process and Summary Findings

The process developed for preparation of the ADA Self-Evaluation and Transition Plan included program and policy review and prioritization of architectural barriers for removal. In addition, consultants provided training to staff to give them a background in the ADA and their responsibilities under the law. Section 3 details the ADA Self-Evaluation Transition Plan development process.

Self-Evaluation (Part I)

In 1999 the California State Department of Parks and Recreation established the Accessibility Program Section, which began an evaluation of its policies and programs to determine current levels of service and the integration of persons with disabilities. A questionnaire administered to all divisions and park districts provided information on the nature of the program, forms and methods used to advertise the program's services and activities, a profile of current participants, the types of equipment and materials used, testing and entrance requirements, the level of staff training and any special modifications provided. A public input website was established to evaluate existing programs and services and make recommendations for improvements. Appendix B reports the recommendations made through the website.

Interviews and meetings were held with division heads and staff. Issues concerning each division were discussed as well as general issues that affect the entire Department. Staff training has begun throughout the Department and guidelines provided to districts and divisions providing information with recommendations on how to improve access to programs, activities and services.

The published policies and practices of the Department of Parks and Recreation were analyzed to determine whether services offered or language used is discriminatory to people with disabilities. These assessments are provided within each Departmental Program Section with a report of the findings regarding current practices that require modification. Recommendations were made for each Program as well as general recommendations for issues that affect the entire department. General policies include: customer service, qualifications for program eligibility, public meetings, staff training, outreach and information, signs, public telephones, emergency evacuation procedures, purchasing, and on-going accessibility improvements. Also included are the Department's action steps that were developed over the course of the program evaluation process and projected completion dates.

Section staff have been developing policy recommendations to provide barrier-free programs and facilities. The newly developed policies include a policy on Accessibility and Publications, a policy on the use of Sign Language Interpreters, and a policy for the Implementation of Accessibility in Historic Structures. These policies are detailed in Section 10 of the Self-Evaluation.

Complaint Procedure

The Department adopted an accessibility complaint/comment procedure to resolve complaints related to discrimination under the ADA. Appendix B details the complaint procedure and materials.

Accessibility Improvement Efforts

The Department has initiated steps to further communications efforts designed to benefit the public. The Departmental notices have been developed and implemented to improve all Department publications. Departmental notice on the Use of Qualified Sign Language Interpreters provides information and guidelines for Department staff on providing sign language interpreters for visitors with hearing impairments.

The Department has published an "Interim Guide to Access Facilities" which provided access information for all State Parks. This information is available on the Department's website and is currently being expanded to include updated information.

A project and publications review process has been implemented by the Accessibility Program Section, which provides assistance and oversight of all Departmental publications and construction projects to ensure access improvements.

Transition Plan (Part II)

The California Department of Parks and Recreation began the Transition Plan Development process in January 1999 with the initiation of a survey of the architectural barriers in park facilities throughout the State. This review provided the Department an overview of the architectural barriers that prevent people with disabilities from using their parks and recreation facilities and participating in our programs.

Recognizing that funding is limited and that the Department cannot immediately make all facilities fully accessible, the following criteria were used as the basis for prioritizing each state park and recreation facility:

- program uniqueness,
- level of use by the public and
- geographic distribution.

This ranking was used to establish a preliminary set of priorities for access improvements. The process for prioritizing barrier removal is detailed in Part II, the Transition Plan.

Trail Plan (Part III)

The Department maintains over 1400 trails and pedestrian routes throughout the state. State Park trails provide a variety of experiences, settings, and terrain, which allow the park visitor to experience the significant natural and cultural features of our parks. Through an abbreviated trail survey, and meetings with park management, a plan for statewide programmatic access to trails has been developed. The details of this plan are provided in Part III of this report.

All questions and inquiries regarding these documents should be directed to:

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California Department of Parks and Recreation
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Sacramento, CA 95814
(916) 445-8949
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1.0 Introduction

1.1 Overview

The American with Disabilities Act of 1990 (ADA) protects Americans who have physical or mental impairments that limit daily activities. Title II of the ADA specifically applies to state and local government agencies. It protects the rights of qualified individuals with disabilities and assures equality of opportunity, full participation and benefit from the State's programs, services, and activities.

Title II of the ADA requires the completion of a Self-Evaluation, which is an assessment of a public agency's programs and should include a corrective plan for any policies and practices found to be inconsistent with ADA requirements.

This Self-Evaluation describes the process of identifying potential barriers to access and the means used to assess structural barriers. It also describes the review of the Department's programs, policies and procedures for delivering services and its methods of communicating with the public.

1.2 Physical Accessibility and Program Accessibility

People with disabilities seek out park activities such as camping, hiking, sightseeing, exploring exhibits and taking tours with the same interest and enthusiasm as other visitors. There are two kinds of accessibility that must be addressed in order to allow all visitors equal access to park activities: **physical accessibility** and **program accessibility**. Physical accessibility requires an integrated network of facilities, including routes of travel, to be barrier free. Program accessibility includes physical accessibility, but also requires non-discriminatory policies, procedures and communication methods that allow people with hearing, visual or learning disabilities to receive the full benefit of a park program.

1.3 Undue Burden

The ADA provides that the obligations for compliance do not require a public entity to take any action that it can demonstrate would result in a fundamental alteration in the nature of its services, programs, or activities, or is an undue financial and administrative burden. This determination can only be made by the Director of the Department or designee and must be accompanied by a written statement of the reasons for reaching that conclusion.

This provision with regard to undue burden may allow for considerations based on ensuring public safety, maintaining the fundamental purpose of a program and preserving a facility's historic significance.

The determination that undue burdens would result must be based on a documented evaluation of all resources available for use in the program. For example, if a barrier removal action is judged unsafe, the Department of Parks and Recreation must consider other options for providing access to the benefits and services of the program or activity by individuals with disabilities.

1.4 Requirements for Self-Evaluation and Transition Plan

Self-Evaluation

The Self-Evaluation addresses the policies, practices and procedures that need to be changed in order to provide equal programmatic access for people with disabilities. As part of the Self-Evaluation, the Department must:

1. Identify all of its programs, activities and services; and
2. Review all of the policies, practices and procedures that govern the administration of its programs, activities and services.

Transition Plan

The ADA sets forth specific requirements for preparation of an acceptable Transition Plan. At a minimum, the elements of the plan should:

1. Identify physical barriers to access throughout the Department's programs, services and activities.
2. Establish a plan for barrier removal; including costs and timelines, necessary to ensure program-wide access to all of the Department's programs, services and activities.

2.0 Definitions

The following is a summary of many definitions found in the ADA. Please refer to the Americans with Disabilities Act of 1990 and the Title II Technical Assistance Manual for the full text of definitions and explanations.

2.1 Auxiliary Aids and Services

The term ***auxiliary aids and services*** includes:

- qualified interpreters or other effective methods of making orally delivered materials available to individuals with hearing impairments
- qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals with visual impairments
- acquisition or modification of equipment or devices; and other similar services and actions

2.2 Disability

The term ***disability*** means, with respect to an individual:

- a physical or mental impairment that limits one or more of the major life activities of such individual
- a record of such impairment
- being regarded as having such impairment

2.2.1 Qualified Individual with a Disability

A ***qualified individual with a disability*** means an individual with a disability who, with or without reasonable modification to rules, policies, or practices; the removal of architectural, communication, or transportation barriers; or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the Department of Parks and Recreation.

2.2.2 Regarded as Having a Disability

An individual is disabled if he or she is treated or perceived as having an impairment that substantially limits major life activities, even though no such impairment may exist.

2.3 Discrimination on the Basis of Disability

Discrimination on the basis of disability means to:

- limit, segregate, or classify a citizen in a way that may adversely affect opportunities or status because of the person's disability
- limit, segregate, or classify a participant in a program or activity offered to the public in a way that may adversely affect opportunities or status because of the participant's disability
- participate in a contract that could subject a citizen with a disability to discrimination
- use any standards, criteria, or methods of administration that have the effect of discriminating on the basis of disability
- fail to make reasonable modifications for known physical or mental limitations of an otherwise qualified individual with a disability unless it can be shown the modification would impose an undue burden on the Department's operations
- use selection criteria that exclude otherwise qualified people with disabilities from participating in the programs or activities offered to the public
- fail to use tests in a manner that ensures the test results accurately reflect the qualified applicant's skills or aptitude to participate in a program or activity

2.4 Physical or Mental Impairments

Physical or mental impairments may include, but are not limited to: vision, speech and hearing impairments; emotional disturbance and mental illness; seizure disorders; mental retardation; orthopedic and neuromotor disabilities; learning disabilities; diabetes; heart disease; nervous conditions; cancer; asthma; hepatitis B; HIV infection (HIV condition); and drug abuse if the drug user has successfully completed or is participating in a rehabilitation program and no longer uses illegal drugs.

The following conditions are not physical or mental impairments: transvestitism; transsexualism; current illegal drug use; homosexuality or bisexuality; compulsive gambling; kleptomania; pyromania; pedophilia; exhibitionism; voyeurism; pregnancy; height; weight; eye color; hair color; left-handedness; poverty; lack of education; a prison record; and poor judgment or quick temper if not symptoms of a mental or physiological disorder.

2.4.1 Having a Record of Impairment

An individual is disabled if he or she has a history of having an impairment that substantially limits the performance of a major life activity; or has been diagnosed, correctly or incorrectly, as having such an impairment.

2.5 Program Accessibility

A public entity's services, programs, or activities, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities. This standard, known as **program accessibility**, applies to existing facilities of a public entity.

2.6 Reasonable Modification

If an individual's disabilities prevent him or her from performing the essential functions of the program or activity, it is necessary to determine whether reasonable modification would enable these individuals to perform the essential functions of the program or activity.

- Reasonable modification is any change in program or activity or in the way things are customarily done that enables an individual with a disability to enjoy equal program opportunities. Modifications may mean adjustments:
- to a registration or application process to enable an individual with a disability to be considered for the program or activity
- to the program or activity environment in which the duties of a position are performed so a person with a disability can perform the essential functions of the program or activity
- that enable individuals with disabilities to enjoy equally the benefits of the program or activity as other similarly situated individuals without disabilities enjoy

Modification includes making existing facilities and equipment used by individuals readily accessible and usable by individuals with disabilities.

Modification applies to:

- all decisions and to the application or registration process
- all services provided in connection with the program or activity
- known disabilities only

Modification is not required if:

- it changes the essential nature of a program or activity
- it creates a hazardous situation
- it poses an undue hardship

2.7 Substantial Limitation of Major Life Activities

An individual is disabled if he or she has a physical or mental impairment which:

- renders the individual unable to perform a major life activity
- substantially limits the condition, manner or duration under which an individual can perform a particular major life activity in comparison to other people

Major life activities are functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working. In determining whether physical or mental impairment substantially limits the condition, manner or duration under which an individual can perform a particular major life activity in comparison to other people, the following factors shall be considered:

- the nature and severity of the impairment
- the duration or expected duration of the impairment
- the permanent or long-term impact (or expected impact) of or resulting from the impairment

3.0 Self-Evaluation and Transition Plan Development Process

Services and programs offered by the Department of Parks and Recreation must be accessible. Accessibility applies to all aspects of a program or service, including advertisement, orientation, eligibility, participation, evaluation, physical access, provision of program aids, and transportation.

The goals of the Self-Evaluation are:

- To develop policy recommendations for the Department and each of its Divisions, Districts and Units
- To ensure that the rights and needs of people with disabilities are included in the Department's policies
- To foster greater understanding within the Department's organizational culture of the needs of people with disabilities

Making State Park facilities and programs accessible to all individuals will be an ongoing process. This document will help guide the accessibility improvements and will serve as a roadmap to compliance. The Department will continue to review accessibility issues and incorporate new developments in the interpretation of accessibility laws into Department policies and procedures.

The Department may achieve program accessibility by a number of methods:

- Structural methods such as altering an existing facility
- Acquisition or redesign of equipment
- Use of auxiliary aids or accommodations
- Providing services at alternate accessible sites
- When appropriate, providing alternative experiences

When choosing a method of providing program access, the Department will give priority to the one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In compliance with the requirements of the ADA, the Department provides equality of opportunity but does not guarantee equality of results.

This section details the Self-Evaluation and Transition Plan development process. The evaluation of the services and programs of the Department included the following activities.

3.1 Accessibility Section Planning

Department staff worked with the Attorney General's Office and the consulting firm of Moore, Iacofano and Goltsman (MIG) to facilitate the completion of the Self-Evaluation and Transition Plan.

In the fall of 1999, the California Department of Rehabilitation (DOR) provided extensive accessibility training and technical assistance to the staff of the Accessibility Section. After this training, the staff of analysts developed a customized Program Accessibility Survey, detailed below.

3.2 Program Accessibility Survey

Accessibility Section staff prepared a customized Program Accessibility Survey and a DPR Core Programs packet to assist in compiling the data needed for completion of the Department-wide Self-Evaluation. The survey was designed to assess whether a District's programs, when viewed in their entirety, are accessible to persons with disabilities.

The Self-Evaluation of the Department's core programs required the participation of every Division, District and Unit. The Department distributed the program accessibility survey in April of 2000 to every District and to the Park Services Division. In the months following, meetings were held with staff and management at Headquarters to determine policy documents for review and to provide general information about the Department's accessibility program.

The survey was compiled using the examples offered by the consulting firm of MIG and the Department of Rehabilitation.

The packet **DPR Core Programs**, consists of the following:

- A definition and description of the five core programs, plus Departmental Administration Support:
 1. Education/Interpretation
 2. Public Safety
 3. Resource Protection
 4. Facilities
 5. Recreation
- Examples of the activities and services provided within each program
- Policies, procedures, manuals, codes, handbooks, etc. that govern the implementation of each program

Administration:

*Although Administration Services was surveyed along with the Core Programs, it is essentially a support function for the five Core Programs.

Each unit of the Department was addressed in the survey process, however, several park units were grouped together if survey answers were identical. Analysts from the Accessibility Section facilitated the completion of the programmatic surveys and prepared an overall summary of recommendations for each district.

The survey included a review of the following information for each core program:

- A summary of communications, advertising and outreach used in promoting the program
- Any admission or eligibility requirements to the program
- An overview of participation in the program, including how participation is facilitated
- The methods used to provide accessibility to the program
- Concessions, Cooperating Associations and other outside organizations involved in providing the program
- Recruitment, emergency procedures, and ADA compliance information

NOTE: See Appendix A for a copy of the Program Accessibility Survey document and the DPR Core Programs document.

3.3 Facilities Survey – Transition Plan Preparation

Access to Parks Guidelines was developed in 1994 and has been used by the Department since that time. As new interpretations and guidelines for ADA became available, the document was updated. The document contains guidelines and recommendations for making park facilities and programs accessible. The document also contained survey documents for identifying barriers to access. With input from Department of Rehabilitation and consultants (MIG), Accessibility Transition team members revised the facilities surveys from Access to Parks Guidelines in November and December of 1999. These revisions were based on the following documents:

- California Code of Regulations, Title 24 (Building Code)
- Americans with Disabilities Act Accessibility Guidelines (ADAAG)
- The Americans with Disabilities Act – Title II Technical Assistance Manual
- Accessibility Guidelines for Recreational Facilities and Outdoor Developed Areas, developed for the U.S. Architectural and Transportation Barriers Compliance Board (1994)
- Final Report of the Regulatory Negotiations Committee on Accessibility Guidelines for Outdoor Developed Areas (September 1999)
- Swimming Executive Report – Access Board

Using the newly revised facility surveys from Access to Parks Guidelines, Accessibility Transition team members visited park units to survey for facilities accessibility. They verified previously conducted surveys and entered the data into a database designed to provide accurate public information on accessibility.

The survey team conducted a physical inventory of all park recreational facilities. In addition, they prioritized accessibility improvement needs and determined what structural modifications might be necessary to meet ADA accessibility guidelines.

Criteria were developed for prioritizing physical improvements for the park units' recreational facilities. The categories that were used to rank the facilities were:

1. Level of Use by the Public
2. Number of Programs Offered
3. Uniqueness of the Park Activity
4. Geographic Distribution

3.4 Training Programs

Training has been identified as a high priority in working toward compliance with the ADA. At virtually every level of the Department, staff must develop sensitivity to people with disabilities. From front-line staff to the executive level, everyone needs to understand the law and its implications. In addition, staff needs to become aware of the rights of individuals with disabilities and the techniques for making parks accessible for all visitors.

3.4.1 Training Classes

Direct training by the Accessibility Section has been provided in a variety of venues for Department staff. At the William Mott Training Center, Asilomar, accessibility training has been attached to several courses, including Supervisory Refresher, Basic Visitor Services Training (Ranger Cadets) and Maintenance Management. Training has been provided at some Districts for front-line staff. For the past several years, groups of interpreters (including ranger cadets) have received training in accessible interpretive/communication techniques.

Accessibility Section staff members have frequently traveled to District field sites to provide awareness training, to a broad spectrum of employee classifications. The Human Rights Office has incorporated an accessibility unit into their training module for new employees. More specialized on-site efforts have been aimed at certain groups, for example, interpreters, who have received training in the interpretive techniques, and integrated access networks. Specialized design training, incorporating accessibility design concepts is being provided to Department design staff (Architects, Engineers and Landscape Architects).

The Accessibility Section provides training materials such as videotapes and training manuals to District Accessibility Coordinators and/or District Interpretive Coordinators throughout the Department.

In June of 1999 and 2000 Park Accessibility Training was offered for District Accessibility Coordinators. The focus for the first year was on the survey process. In 2000, the focus was on site planning and connecting features through an integrated access network. The Park Accessibility Training Class is now provided 1-2 times per year to a variety of park staff.

3.5 Public Input Surveys

As part of the California State Parks Transition Planning process, a statewide outreach to the disability community was conducted from December 2000 through April 1, 2001.

A questionnaire (Appendix C) was developed to identify park use among people with disabilities and accessibility improvements needed. The questionnaire was distributed through organizations that serve people with disabilities. A Website was specifically created for increased outreach and questionnaire dissemination, and was linked to the California State Parks Website. In addition, the availability of the questionnaire on this Website was announced on seven national disability listserves and eight National Public Radio/Capital Public Radio stations primarily reaching disability populations in Northern California.

Information about the statewide transition plan and the questionnaire was made available in a variety of formats including electronic text for different readers, large print and Braille.

A total of 16,431 questionnaires were distributed. For a further breakdown by agency/organization please see the Distribution Directory (Appendix C). A total of 678 questionnaires of the total mailed were returned to MIG, Inc. due to insufficient or inaccurate mailing information as supplied by participating agencies/organizations. 200 completed questionnaires were mailed to the Accessibility Office at California State Parks. 1,087 hits on the Website containing the questionnaire were received. Survey response information is provided in the Access database reports in Appendix C.

3.6 Policy Review Process

Accessibility staff read and reviewed policies from Department Manuals, Government Codes, Departmental Notices, Handbooks and procedural guidelines. These reviews and recommendations are included under the most applicable core program chapter in this self-evaluation.

Many Manual chapters are currently under revision and were unavailable for review. In order to assure that all new Departmental Notices (policies) and Manual chapters are in compliance with accessibility laws, the Accessibility Section will be included in the formal review process for the Department Administrative Manual (DAM) and the Department Operations Manual (DOM).

3.7 Trails Assessment Process

Trails are an important component of outdoor recreation. They provide the means for one of the primary activities offered by State Parks. Trails can be viewed as a facility, but with many special considerations since no two are completely alike. Federal guidelines that contain technical specifications for accessible trails are still being developed, however a review of the Department's trail system was necessary to ensure programmatic access.

An abbreviated survey process was developed as the main criteria to evaluate the Department's existing trail system, and to determine which trails, if any, would require modification in order to ensure program wide access. Two surveys were distributed to qualified field staff. The first survey, known as the General Characteristics Survey, was conducted on all trails and was designed to capture information that was deemed necessary to provide managers and policy makers with an overview of the trail settings and experiences that are provided within each park unit that has trails. This survey also identified the level of use of each trail, whether the trail leads to a prominent feature and the estimated average grade on each trail.

The second survey, known as the Physical Characteristics Survey was designed to identify existing trails that could be considered accessible based upon proposed guidelines put forth by the United States Access Board in the final report of the Regulatory Negotiation Committee on Outdoor Developed Areas, (September 1999). Furthermore, the survey sought to identify and initially evaluate the feasibility of removing barriers to accessibility on existing trails with slight to moderate average grades. Department managers then reviewed the results of the two surveys and through a series of meetings, established a list of potential trail projects that would improve the trail experiences offered throughout the state to users with disabilities.

The Department Trail Plan identifies the location of trails that were found to be accessible and makes recommendations for the completion of several trail projects to institute a system of accessible trails that will provide all visitors with an equally effective opportunity to participate in the activity of hiking. For detailed results of this process as well as other actions and recommendations related to trails see the Department's Trail Plan.

4.0 Recreation Core Program

4.1 Definition

The Recreation Core Program consists of the recreational services, activities and programs for visitors at California State Parks. Providing high-quality recreational opportunities is part of the primary mission of the Department.

4.2 Examples

Recreation Management

As a recreation provider, the Department is charged with the management of campgrounds, day use areas, special use areas, trails, boating areas, and related campsite and tour reservation programs.

Customer Relations

In order provide recreational opportunities, the Department communicates with the public through public information efforts. These efforts include signs, displays, maps, brochures, web pages, press releases and direct public contact. Customer relations convey a large volume of information to park visitors and encourage visitation.

Concessions

Many recreation services are provided through contracts with concessionaires. There are a total of 222 “for profit” concessions providing visitors with amenities such as food service, horseback riding, lodging, supplies, boating services, boat rentals and merchandise sales. Departmental staff members are responsible for planning and management of concession facilities and programs in State Parks.

Although concessionaires are private “for profit” agencies, they operate on property administered through a public agency. Therefore, both Title II and Title III of the ADA apply to concessions.

Fee Collection

To facilitate park operation, the Recreation Core program encompasses fee collection, kiosk operation and cash handling. These responsibilities are usually assigned to visitor services staff in the field.

Special Event Marketing

To raise public awareness and build support for park recreational opportunities, special events marketing and merchandise sales are also included in this core program.

Volunteer Management

The Volunteers in Parks program is considered a part of the Recreation Core Program, although volunteers themselves may be involved in interpretation, facility maintenance or other core program activities. The oversight of formal and informal volunteer programs, including docents, camp hosts, trail groups and more is best categorized within the realm of recreation.

4.3 Policies and Procedures Reviewed:

- A. Programmatic Survey Results
- B. California Public Resources Code
- C. California Code of Regulations
- D. Department's Operations Manual (DOM) Chapter 1900 – Concessions, Reservations and Fees Program
- E. DOM *Former* Chapter 1400 – Field Operations
- F. Departmental Notices*
- G. Concessions Contract Boilerplate 6/2000
- H. Volunteers in Parks Program Handbook

* Departmental Notices Reviewed

Number		Subject	Chapter	Issue Date
99	16	Disposition of Woody Plant Material and Debris	DOM 1625	09/23/99
98	08	Interpretive Concessions Policy	DOM 1700	05/04/98
97	42	Complimentary Passes	DOM 1400	11/17/97
97	38	Concession Performance Evaluation Standards and Guidelines	DOM 1700	10/31/97
97	37	Concession Appeal Resolution Policy	DOM 1700	10/31/97
97	34	Concession Five Year Plan	DOM 1700	09/17/97
97	33	Introduction to Concession Revenue Assessment Policy	DOM 1700	09/17/97
97	24	New and Revised Concessions Forms	DOM 1700	07/07/97
97	23	Concession Contract Extensions	DOM 1700	06/09/97
97	22	Accessible Campsite Policy and Procedures	DOM 1400	06/09/97
97	20	Concessions Contracts - 10-Year Term	DOM 1700	05/21/97
97	01	Golden Bear Pass Application and Obsolete Passes	DOM 1400	01/17/97
96	31	DPR 332, Reservations Improvement Report	DOM 1400	08/15/96
96	26	Receipts, Tickets and Passes Accountability	DOM 1400	07/23/96
96	24	Visitor Attendance Reporting	DOM 1400	07/16/96
96	05	State Park System Fee Schedule	DOM 1400	03/14/96
95	21	Visitor Attendance Report (DPR 449) & Courtesy Passes	DOM 1400	07/18/95
95	20	Golden Bear Pass Program	DOM 1400	06/26/95
94	36	Annual Decal Passes	DOM 1400	11/29/94
94	09	1994 Reservations Program	DOM 1400	03/01/94
93	25	Rock Climbing	DOM 1600	09/09/93
93	19	Concession Review Report	DOM 1700	07/07/93
93	16	Visitor Attendance System	DOM 1400	06/10/93
93	15	Disabled Veteran/Prisoner of War Pass Program	DOM 1400	06/04/93

93	12	Volunteers in Parks Passes and Forms	DOM 1400	04/14/93
93	02	State Park System Fee Schedule	DOM 1400	01/27/93
92	12	Revised Guidelines for Parks Ministry Program	DOM 1400	07/02/92
92	09	Department Passes/Discounts at Park Ur Self and Iron Ranger	DOM 1400	04/28/92
92	08	Day Use Ticket Transferability and Upgrade Policy	DOM 1400	04/02/92
91	31	Off-Highway Vehicle Fees	DOM 1400	12/17/91
91	12	DPR 319, Notice to Appear	DOM 0600	03/25/91
91	04	Camping Reservation Discounts	DOM 1400	01/23/91
91	02	Hot Pay Showers	DOM 1400	01/07/91
90	09	Disabled Discount Pass	DOM 1400	03/15/90
90	05	Special Event Permit	DOM 1400	02/21/90
89	37	Revised DPR 308A, Record of Passes Issued, and DPR 308B, Record of Replacement Passes Issued	DOM 1400	11/21/89
88	35	DPR 53, Camp Registration Form	DOM 1400	06/21/88
89	07	Disabled Discount Pass Program Procedures	DOM 1400	02/21/89
88	65	Mountain Bike Use Policy		12/13/88
87	32	New Special Use Fee Ticket	DOM 1400	12/07/87
87	21	Replacement Passes	DOM 1400	09/17/87

4.4 Findings and Action Steps

Findings – Practices that Require Modification

Action Steps and Timeframes

A. Programmatic Survey Results	
<u>Alternate Formats and Auxiliary Aids/Services</u>	
Program announcements and advertisements for recreational programs are usually only provided in written format.	Alternative formats such as Braille, electronic file, large print and/or Internet must be available upon request. This must be implemented on an ongoing basis at each park unit and at the District and Headquarter levels, as appropriate.
Reports and other publications are usually only provided in written format.	Alternative formats such as Braille, electronic file, large print and/or Internet must be available upon request. This must be implemented on an ongoing basis at each park unit and at the District and Headquarters level.

<p>Auxiliary aids or accommodations are not always provided for persons with hearing or speech impairments.</p>	<p>Auxiliary aids or accommodations, such as computer aided technology, pictorial signage, sign language interpreters, transcripts, TTYs, paper and pen, and/or captioning, must be provided upon request for persons with hearing or speech impairments who wish to participate in recreational programs. These are also required for public meetings and special events. See 10.2 - Sign Language Interpreter Departmental Notice for guidelines on advanced notice, etc.</p>
<p>Auxiliary aids or accommodations are not always provided for persons with visual impairments.</p>	<p>Auxiliary aids or accommodations such as computer aided technology, large print, Braille, audio description, tactile maps and/or hand-held objects must be provided upon request for persons with visual impairment who wish to participate in recreational programs. These are also required for public meetings and special events.</p>
<p><u>Public Information</u></p>	
<p>Information on the availability of TTY is not provided on printed advertising and outreach materials. In addition, the phone number for the California Relay Service is not provided.</p>	<p>All printed advertising and outreach materials must include either a TTY number or the following statement, "To use the California Relay Service with TTY, call (888) 877-5378 or without TTY, call (888) 877-5379." See 10.1 – Accessibility and Publications Departmental Notice. This is to be implemented as new publications are printed or reprinted.</p>

<p>The public is not consistently informed about how to request communication aids or services.</p>	<p>All publications, including announcements and advertisements must provide information to the public about how to request communication aids or services. The following statement is required on publications; "Prior to arrival, visitors with disabilities who need assistance should contact (contact information)." See 10.1 – Accessibility and Publications Departmental Notice. This is to be implemented as new publications are printed or reprinted. Signage shall also be used to indicate the availability of alternate formats.</p>
<p>Potential participants in recreational programs are not provided with a notice that California State Parks does not discriminate against people with disabilities.</p>	<p>This statement must be used in all publications, "California State Parks does not discriminate against people with disabilities." See 10.1 – Accessibility and Publications Departmental Notice.</p>
<p><u>Training</u></p>	
<p>Many front line staff members have not been provided with formal disability awareness training. Many front line staff members are also not trained in how to provide alternative forms of communication.</p>	<p>All front line staff members must receive training in how to provide information or instructions in large print, Braille or written notes. They must also be trained to know when to provide a sign language interpreter or real time captioning for individuals with hearing impairments/deafness. By September 2002, all seasonal and front line staff will receive this training through field training sessions, the employee orientation process, seasonal employee training, interpreter training and/or maintenance safety training.</p>

Staff members are not consistently trained regarding the possibility of needing to modify a policy or procedure to accommodate an individual with a disability.	Through disability awareness training, Equal Employment Opportunity counseling, employee orientation, and other training programs, all staff members must understand the possible need to modify a policy or procedure to accommodate an individual with a disability. Staff shall be trained on an ongoing basis.
<u>Procedures</u>	
Most park units do not have a procedure in place for responding to public requests for reasonable modification/accommodation.	Each park unit must develop a procedure for responding to public requests for reasonable modification/accommodation. By September of 2002, staff members who answer public telephone lines will have written instructions on how to refer calls requesting reasonable accommodation.
There was some uncertainty as to whether or not additional costs for auxiliary aids, services or formats were incurred by individuals with disabilities.	Park program managers must ensure that costs for auxiliary aids, services or formats are not passed on to individuals with disabilities. Costs may be included in fees for all visitors
<u>Contracts</u>	
Not all contracts with outside organizations who provide recreational program activities include language regarding compliance with ADA.	There is currently new boilerplate language regarding compliance with accessibility laws for all contracts with outside organizations. However, if the contract has not been renewed in the past two years, it may not include current language. Contracts must be updated as they are renewed.
<u>Special Events</u>	
Not all special events that are open to the public are held in accessible facilities.	Park staff must ensure that all special events that are open to the public are held in accessible facilities. Survey data from Access to Parks Guidelines should be used to check accessibility of buildings, restrooms, parking, exterior routes of travel and any other applicable facilities. This shall continue on an ongoing basis.

Special event or public meeting announcements do not consistently inform participants about how to request reasonable accommodation.	A notice regarding how to request reasonable accommodation should be included in announcements for public meetings and special events as a standard operating procedure.
B. California Public Resources Code	
<u>General Provisions – Section 1-18, Number 8</u>	
“Writing includes any form of recorded message capable of comprehension by ordinary visual means. Whenever any notice, report, statement or record is required by this code, it shall be made in writing in the English language.”	Add: “For people with visual impairment, who request information, an alternative format such as audio recording, electronic file, or Braille text may be provided.” This change should be incorporated at the next revision.
<u>Division 5, Chapter 1 – State Parks and Monuments, Section 5001.8</u>	
The guidelines regarding prohibitions and allowances for motor vehicles have implications for wheelchairs with electric motors and potential technology for gasoline-powered wheelchairs.	In general, a wheelchair is not considered a vehicle, but these limitations may inadvertently limit access and cause some confusion about the use of motorized wheelchairs. The following statement should be added, “ A motorized wheelchair is not considered a motor vehicle.” This change should be incorporated at the next revision.
<u>Section 5002.3</u>	
This section provides only for written and visual formats.	Add to first paragraph: “In order to inform individuals with visual impairment, additional formats such as public service announcements on local radio and television stations and internet posting should be utilized.” This change should be incorporated at the next revision.

<u>Section 5002.45, (2)</u>	
<p>"Provision for a system of non-motorized transportation, at least for those unable to hike long distances because of age or disability. The department may contract for a privately owned and operated system of horse-drawn carriages to be operated at no cost to the state in order to provide this non-motorized transportation.</p>	<p>Horse drawn carriages are often an unacceptable alternative for people with disabilities, including older adults. Electric vehicle technology may be preferable and provide low impact on the environment, while providing better service to visitors. Use the term "low impact" transportation and add, "or other transportation system" after horse-drawn carriages. This change should be incorporated at the next revision.</p>
<u>Section 5003.01, 5007.1</u>	
<p>The term of the concessions contract at Robert W. Crown Memorial SB was extended to 50 years (Pan Pacific project 66 years).</p>	<p>Long-term contracts make it difficult to implement new requirements that help the Department comply with accessibility laws and regulations. This exposes the department to liability. If a "regulatory update" or contract review is built in, this would allow the Department to address a variety of potential problems.</p>
<u>Section 5051</u>	
<p>This section mentions cycling and walking routes</p>	<p>Add: "Cycling and walking includes individuals with disabilities who may use wheelchairs on travel routes." This change should be incorporated at the next revision.</p>
<u>Chapter 1.2 Operation and Management of State Park System Properties</u> <u>Section 5080.18 and Section 5080.34 (Concessions) (f)</u>	
<p>These non-discrimination statements do not include people with disabilities.</p>	<p>Add "disability" to lists. This change should be incorporated at the next revision.</p>

<u>Chapter 1.3 California Wilderness Preservation System Section 5093.36 (b)</u>	
This section provides that in wilderness areas, there will be “no use of motor vehicles, motorized equipment..., no other form of mechanical transport.” This explicitly prohibits wheelchairs, which are mechanical transport, thereby discriminating against people with disabilities.	Add, after transport, “with the exception non-motorized wheelchairs.” This change should be incorporated at the next revision.
<u>Chapter 2.6 Public Playground Equipment Section 5410-5411</u>	
This section uses the term “able-bodied” as opposed to physically disabled. Many people with disabilities find the term inappropriate. Disabled Olympic runner, swimmers, etc. are able-bodied.	Response: Change “able-bodied” to “non-disabled” This change should be incorporated at the next revision.
C. California Code of Regulations Title 14. Natural Resources Division 3. Department of Parks and Recreation	
<u>§4301 Definitions</u>	
(i) – Currently this makes a general reference to posting notices in areas used by the public and in offices.	This paragraph should include the requirement for alternate formats of communication. “Posting should be in 18 Pt. Type minimum and placed at a height that is visible from a seated position. For people with visual impairment, posted information must be available in audio format and Braille.” This change should be incorporated at the next revision. This change should be incorporated at the next revision.
<u>§ 4306 Plants and Driftwood</u>	
(d) – Use of tools, vehicles and equipment for collecting of driftwood is prohibited.	This statement should be added: “A person with a disability may use a tool or equipment (such as a wheelchair) to gather driftwood in approximately the same quantity as other visitors.” This change should be incorporated at the next revision.

<u>§ 4312 Control of Animals</u>	
This entire section is in the process of being revised in order to accommodate visitors with service animals.	This section will need to be reviewed as the revised copy becomes available.
<u>§ 4320 Peace and Quiet</u>	
(c) – Re: generators between 8 p.m. and 10 am.	A statement should be added: “permission may be granted on a case-by-case basis for the use of generators for operation of medical equipment. Staff should attempt to minimize the impact on other park visitors.” This change should be incorporated at the next revision.
<u>§ 4501 Hunting Authorized</u>	
	Hunting is allowed in State Parks, but is not considered a formally offered program. Facilities are not generally intended to support the activity of hunting. Hunting usually takes place on inaccessible terrain away from areas of regular visitation and formally offered recreational programs. If hunting were a formally offered program, it would have to be accessible.
<u>§ 4600 Hearst San Simeon State Historical Monument</u>	
(b) – Prohibits any touching of objects by visitors.	Currently, blind visitors are allowed to touch some objects at the site. This statement should include the phrase, “Except as authorized by the Department” to match the statements used in the section for the Railroad Museum.

(c) – Food and/or beverages are prohibited.	Food and/or beverage may be medically necessary for certain persons. There should be some accommodation available here. We may add the phrase, “Except as authorized by the Department” as used in the section on the Railroad Museum. (There are also special events where food is served on the terraces.) This change should be incorporated at the next revision.
<u>§ 4609 Pismo Dunes SVRA</u>	
(3) & (4) – Requirements for a whip, flag, roll bar and other safety equipment.	The requirement for a whip and other safety equipment should extend to motorized wheelchairs if they are used in the vehicle recreational area of the dunes. This change should be incorporated at the next revision.
D. DOM Chapter 1900 – Concessions, Reservations and Fees Program	
This chapter is in the early draft stage.	The accessibility section should review this chapter before it is finalized.
E. Former DOM Chapter 14 – Field Operations	
This entire chapter is out of date. Several issues regarding reservations, Disabled Veteran Discount passes and camping are not in compliance with accessibility laws.	More current policies are in the revised chapter on Concessions, Reservations and Fees. This document should not be used for current policy on reservations because it is superceded.
	When chapter is updated, take into consideration the Americans with Disabilities Act ensures equal access to persons with disabilities to programs and activities. Ensure that sections referencing public contact provide direction on providing customer service to all users of our parks. Ensure that staff is aware that all users include people with disabilities.

	Ensure that sections referencing modes of information should be available in alternate formats, i.e. (large print).
	Accessibility Section will review the chapter before final copy.
Section 1461 makes reference to attitudes toward visitors. If a section like this is included in future DOM chapters, it should be more specific.	The following statement is recommended: "California State Parks offers equal recreational opportunities for all visitors. Quality customer service shall be extended to all visitors regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation." This change should be incorporated at the next revision.
F. Departmental Notices (Current)	
<u>Dept. Notice Number 97-38</u>	
In the section on "Use of Premises, Appropriate Signage/Advertising," The question, "Are signs appropriate, in an approved location, accurate, professional, and well-maintained?"	Replace with: "Are signs appropriate, in an approved location, accurate, professional, well-maintained and in compliance with Access to Parks Guidelines when they pertain to: 1) permanent rooms and spaces; 2) directional matters and functional space; 3) utilities for public use."
In the section "Customer Service," the question "Are rates and prices visibly posted and easy to read?"	Replace with: "Are rates and prices visibly posted and easy to read on with a non-glare finish and good contrast?"
Under "Safety, General Safety" the question "Are aisles wide enough to provide access for more than one person?"	Replace with: "Are aisles minimum 36" if serving one side and 44" if serving both sides?"

<u>Dept. Notice Number 95-32</u>	
Is not up-to-date regarding responsibilities and reporting divisions.	<p>#1, #9 – Reference to oversight of the Access to Parks Guidelines by the Human Resources Office should be changed to “oversight by the Accessibility Section.”</p> <p>#8, #10-C, #13 – Reference to Park Services Division should be changed to “Park Design and Construction Division”</p>
Goals: Does not include reasonable accommodation of visitors	Goals: #3 – Should read: “Provide reasonable accommodation to employees and visitors.”
Actions: Does not address publications other than General Plans	Actions: #4 – Should read: “Accessibility will be specifically addressed in all appropriate departmental general plans, manuals and other publications.”
<u>Dept Notice Number 94-09</u>	
This reservation information is out-of-date.	When updated, the reservation number should include a TTY number.
<u>Dept. Notice Number 92-12</u>	
Rules: #1 – Facilities for religious programs should be accessible	Rules: #1 – Add “...making appropriate, accessible facilities available...”
<u>Dept. Notice Number 91-1</u>	
This notice is no longer current regarding the Department’s accessibility guidelines	This notice should be removed from the list of notices currently in effect.
<u>Dept. Notice Number 90-9</u>	
This notice is no longer current. There are newer guidelines on the Disabled Discount Pass.	This notice should be removed from the list of notices currently in effect.

G. Concessions Contract Boilerplate 6/2000 Revision	
<u>Page 51, XX. Nondiscrimination</u>	
There are three paragraphs containing the wording “race, color, religion, sex, status, national origin, physical handicap or ancestry.”	The wording should be changed to “race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.”
<u>Page 52, XX. Americans with Disabilities Act:</u>	
The third paragraph references “Government Code Section 4450, et seq.: Access to Public Buildings by Physically Handicapped Persons, and Government Code Section 7250, et seq.: Facilities for Handicapped Persons, and any other applicable laws.”	The term Physically Handicapped should be updated to “Persons with Disabilities.” This term encompasses people with hearing, speech, vision and learning impairment. It is also less derogatory.
<u>Public Resources Code – Section 5080.02-5080.28</u>	
5080.18 (f) – The wording “race, color, religion, sex, status, national origin, physical handicap or ancestry” is outdated.	The wording should be updated to read “race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.”
<u>Definitions and Procedures for Approval of Schematics, Preliminary Plans, and Working Drawings</u>	
D. Working Drawings (d) – Coastal permits, Handicap Accessibility, Fire Marshall...	Change terminology to “Coastal permits, State Accessibility Compliance, Fire Marshall...”

H. Volunteers in Parks Handbook	
<u>Page 14 – Volunteer Eligibility – Section 6, Medical Condition and Physical Limitation</u>	
<p>The criteria for filling out a Health Questionnaire (Std. 610) are as follows:</p> <ol style="list-style-type: none"> 1. A district superintendent, based on the volunteer duty statement, may determine that a Health Questionnaire is needed. 2. Whenever a prospective volunteer indicates on the Volunteer Service Agreement that he or she has a medical condition or physical limitation which may restrict performance of the duties that are described in the individual's duty statement, a health questionnaire must be completed. 	<p>This is a key issue that is not addressed in the guidelines. It is important that the Health Questionnaire is not used to screen out people with disabilities. It may be advisable to revise the guidelines to require a Health Questionnaire of every volunteer <i>who is offered a position</i>. This would eliminate the potential for different treatment for volunteers with disabilities. A majority of volunteers are senior citizens, many of whom have a variety of limitations. Without being required to fill out the questionnaire, they may not feel it necessary to let staff know about any impairment.</p>
<u>Page 51 – B. Finding the Right Volunteers – Section 2, Selection of Volunteers, a Screening</u>	
<p>The following statement could be misleading: "Do not feel compelled to accept everyone who walks through the door... It is essential to screen all potential volunteers properly in order to assure that the impact they have is positive for you, the volunteer, and the public." It leaves the judgement of what may be "positive" very much to individual discretion, which may allow for discrimination.</p>	<p>The following sentence, reflecting civil rights law, should be added; "Screening must not be based on the applicant's race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation."</p>

<u>Page 52 – b. The Interview Process</u>	
	A statement should be made in the first paragraph about the importance of conducting non-discriminatory interviews. A set of “Pre-Employment Inquiry Guidelines” from the Human Rights Office should be included in the appendix of the VIP Program Guidelines.

4.5 Recreation Core Program Activities by Travel Region

The following matrix represents each of the state's 12 travel regions with the individual park units and the recreational activities offered in each unit.

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
North Coast Travel Region										
Admiral William Standley SRA	118		X		X					
Anderson Marsh SHP	701		X	X	X			X		
Annadel SP	246		X	X	X	X	X	X		
Armstrong Redwoods SR	208		X		X	X				
Austin Creek SRA	245	X			X	X				
Azalea SR	109		X		X					
Bale Grist Mill SHP	251		X		X					
Benbow Lake SRA	123	X	X	X	X			X	X	
Bothe-Napa Valley SP	240	X	X		X	X	X	X		
Caspar Headlands SB	161			X	X			X		
Caspar Headlands SR	160			X	X			X		
Clear Lake SP	218	X	X	X	X			X	X	
Del Norte Coast Redwoods SP	103	X	X		X		X			
Fort Humboldt SHP	120		X							
Fort Ross SHP	207	X	X		X					
Greenwood Creek SB	165		X	X				X		
Grizzly Creek Redwoods SP	110	X	X	X	X			X		
Harry A. Merlo SRA	136			X				X	X	
Hendy Woods SP	148	X	X		X		X	X		
Humboldt Lagoons SP	105		X	X	X			X	X	
Humboldt Redwoods SP	119	X	X	X	X	X	X	X		

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
Jack London SHP	241		X		X	X	X			
Jedediah Smith Redwoods SP	102	X	X	X	X	X	X	X		
Jug Handle SR	154		X		X					
Kruse Rhododendron SR	206				X	X				
Lakes Earl and Tolowa	134		X	X	X	X	X	X		
Little River SB	108			X				X		
MacKerricher SP	146	X	X	X	X	X	X	X	X	
Mailliard Redwoods SR	149		X							
Manchester SP	147	X	X	X	X			X		
Mendocino Headlands SP	158			X	X			X		
Mendocino Woodlands SP	159			X				X		
Montgomery Woods SR	143		X		X					
Navarro River Redwoods SP	144	X	X	X				X		
Patrick's Point SP	106	X	X	X	X			X		
Pelican SB	101		X	X				X		
Petaluma Adobe SHP	219		X							
Prairie Creek Redwoods SP	104	X	X		X		X			
Richardson Grove SP	116	X	X	X	X			X		
Robert Luis Stevenson SP	215		X		X					
Russian Gulch SP	141	X	X	X	X	X	X	X		
Salt Point SP	248	X	X	X	X	X	X	X	X	
Schooner Gulch SB	164		X	X	X			X		

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
Sinkyone Wilderness SP	133	X	X	X	X	X		X		
Smithe Redwoods SR	130			X				X		
Sonoma SHP	243		X		X					
Sonoma Coast SB	209	X	X	X	X	X	X	X	X	
Standish-Hickey SRA	117	X	X	X	X			X		
Sugarloaf Ridge SP	247	X	X		X	X				
Trinidad SB	107		X	X	X	X		X		
Van Damme SP	142	X	X	X	X		X	X		
Westport-Union Landing SB	150	X	X	X	X			X		
Locally Operated Facilities										
Reynolds WC, Verdugo Mountains										
Shasta Cascade Travel Region										
Ahjumawi Lava Springs SP	190		X	X	X			X	X	
Bidwell Mansion SHP	139		X							
Bidwell-Sacramento River SP	163		X	X	X			X	X	
Castle Crags SP	124	X	X	X	X			X		
Lake Oroville SRA	151	X	X	X	X	X		X	X	
McArthur-Burney Falls Memorial SP	125	X	X	X	X	X		X	X	
Plumas-Eureka SP	321	X	X	X	X		X	X		
Shasta SHP	126		X		X					
Weaverville Joss House SHP	127									
William B. Ide Adobe SHP	128		X	X				X		
Woodson Bridge SRA	129	X	X	X	X			X		

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
Gold Country Travel Region										
Auburn SRA	398	X	X	X	X	X	X	X	X	
California Mining/Mineral Museum	707									
California State Capitol Museum	357				X					
Columbia SHP	307		X			X				
Delta Meadows	338			X	X			X	X	
Empire Mine SHP	383		X		X	X	X			
Folsom Lake SRA	318	X	X	X	X	X	X	X	X	
Folsom Powerhouse SHP	370		X	X	X				X	
Governor's Mansion SHP	377									
Indian Grinding Rock SHP	373	X	X		X					
Leland Stanford Mansion SHP	328									
Malakoff Diggins SHP	356	X	X	X	X	X	X	X		
Marshall Gold Discovery SHP	304		X	X	X			X	X	
Old Sacramento SHP	372		X			X				
Prairie City SVRA	367		X							X
Railtown 1897 SHP	335		X							
South Yuba River SHP	359		X	X	X			X		
State Indian Museum SHP	309									
Sutter's Fort SHP	308									
High Sierra Travel Region										
Bodie SHP	324									
Calaveras Big Trees SP	306	X	X	X	X			X		

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
D.L. Bliss SP	303	X	X	X	X			X		
Donner Memorial SP	301	X	X	X	X			X		
Emerald Bay SP	313	X	X	X	X			X	X	
Grover Hot Springs SP	322	X	X	X	X			X		
Kings Beach SRA	343		X	X				X	X	
Lake Valley SRA	382									
Mono Lake Tufa SR	366		X		X			X		
Sugar Pine Point SP	339	X	X	X	X		X	X		
Tahoe SRA	302	X	X	X				X		
Washoe Meadows SP	390				X					
Wassama Round House SHP	376		X					X	X	
Locally Operated Facilities										
Burton Creek SP, Kings Beach SRA, Tahoe SRA, Ward Creek										
San Francisco Bay Area Travel Region										
Angel Island SP	231		X	X	X		X	X	X	
Año Nuevo SP	222		X	X	X			X		
Año Nuevo SR	228		X	X	X			X		
Bean Hollow SB	266		X	X	X			X		
Benicia SRA	224		X	X	X		X	X		
Benicia Capitol SHP	221									
Bethany Reservoir SRA	744		X	X			X	X	X	
Big Basin Redwoods SP	406	X	X		X	X	X	X		
Burleigh H. Murray Ranch	285		X		X	X	X			

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
Butano SP	423	X	X		X					
Candlestick Point SRA	214		X	X	X		X	X		
Carnegie SVRA	272	X	X							X
Castle Rock SP	404		X		X					
China Camp SP	202	X	X	X	X	X	X	X		
Forest of Nisene Marks SP	465		X		X		X			
Gray Whale Cove SB	270			X	X			X		
Half Moon Bay SB	277	X	X	X	X	X	X	X		
Henry Cowell Redwoods SP	418	X	X		X	X	X			
John Marsh Home	254									
Manresa SB	416	X		X				X		
Montara SB	278			X	X	X	X	X		
Mount Diablo SP	203	X	X		X	X	X			
Mount Tamalpais SP	239	X	X	X	X	X	X	X		
Natural Bridges SB	407		X	X				X		
New Brighton SB	408	X	X	X	X			X		
Olompali SHP	201		X		X	X				
Pescadero SB	227		X	X	X	X		X		
Pigeon Point Light Station SHP	281		X	X	X			X		
Pomponio SB	226		X	X	X			X		
Portola Redwoods SP	405	X	X		X					
Samuel P. Taylor SP	233	X	X		X	X	X	X		

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
San Gregorio SB	273		X	X				X		
Santa Cruz Mission SHP	433		X							
Seacliff SB	409	X	X	X				X		
Sunset SB	410	X	X	X	X			X		
Thornton SB	275									
Tomales Bay SP	237	X	X	X	X			X		
Twin Lakes SB	422			X	X			X		
Wilder Ranch SP	456		X	X	X	X	X	X		
Locally Operated Facilities										
East Bay Shoreline, Marconi Conference Center SHP, Lake del Valle SRA, Lighthouse Field SB, Pacifica SB, Point Montara Light Station, Robert W. Crown Memorial SB, San Bruno Mountain SP										
Central Coast Travel Region										
Andrew Molera SP	491	X	X		X	X		X		
Asilomar SB and Conference Grounds	436			X	X			X		
Carmel River SB	437			X	X			X		
Carpinteria SB	514	X	X	X				X		
Chumash Painted Cave SHP	525									
El Capitan SB	519	X	X	X	X		X	X		
Emma Wood SB	530	X	X	X	X		X	X		
Fremont Peak SP	412	X	X		X					
Garrapata SP	467			X	X			X		
Gaviota SP	542	X	X	X	X	X		X		
Hearst San Simeon SHM	494		X							

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
Henry W. Coe SP	432	X	X	X	X	X	X	X		
Hollister Hills SVRA	244	X	X		X		X			X
John Little SR	438									
Julia Pfeiffer Burns SP	462		X		X					
La Purisima Mission SHP	513		X		X	X				
Limekiln SP	461	X		X	X			X		
Los Osos Oaks SR	739				X					
Marina SB	479		X	X	X			X		
McGrath SB	567	X		X	X			X		
Montaña de Oro SP	441	X	X	X	X	X	X	X		
Monterey SB	460							X		
Monterey SHP	455		X							
Morro Bay SP	443	X	X	X	X			X	X	
Morro Strand SB	442	X	X	X				X		
Moss Landing SB	454			X	X	X		X		
Oceano Dunes SVRA	264	X		X	X	X		X		X
Pacheco SP	369				X	X	X			
Pfeiffer Big Sur SP	448	X	X		X					
Pismo SB	446	X	X	X	X	X		X		
Point Lobos SR	449		X		X					
Point Mugu SP	573	X	X	X	X	X	X	X		
Point Sur SHP	419									

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
Refugio SB	527	X	X	X			X	X		
Salinas River SB	451		X	X	X	X		X		
San Buenaventura SB	515		X	X			X	X		
San Juan Bautista SHP	411		X							
San Simeon SP	487	X	X	X	X			X	X	
William Randolph Hearst Memorial SB	486		X	X				X		
Zmudowski SB	450				X	X				
Locally Operated Facilities										
Cayucos SB, El Presidio de Santa Barbara SHP, Fort Ord Dunes, Mandalay SB, Point Sal SB										
Central Valley Travel Region										
Brannan Island SRA	314	X	X	X	X			X	X	
Caswell Memorial SP	316	X	X	X	X			X		
Colonel Allensworth SHP	341	X	X							
Colusa-Sacramento River SRA	140	X	X	X	X			X	X	
Fort Tejon SHP	351	X	X							
Franks Tract SRA	329			X				X		
George J. Hatfield SRA	312	X	X	X				X		
Great Valley Grasslands SP	352			X				X		
McConnell SRA	310	X	X	X				X		
Millerton Lake SRA	378	X	X	X	X	X	X	X	X	
San Luis Reservoir SRA	333	X	X	X	X		X	X	X	
Tule Elk SR	350		X							

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
Turlock Lake SRA	311	X	X	X				X	X	
Woodland Opera House SHP	327									
Los Angeles County Travel Region										
Antelope Valley California Poppy Reserve SR	560		X		X					
Antelope Valley Indian Museum	579		X		X					
Arthur B. Ripley Desert Woodland SP	595				X					
Hungry Valley SVRA	521	X	X							X
Leo Carrillo SP	540	X	X	X	X			X		
Los Encinos SHP	546		X							
Malibu Creek SP	537	X	X	X	X	X	X	X		
Malibu Lagoon SB	548		X	X	X			X		
Pio Pico SHP	551		X							
Point Dume SB	553				X			X		
Robert H. Meyer Memorial SB	590		X					X		
Saddleback Butte SP	543	X	X		X	X				
Santa Susana Pass SHP	505				X	X				
Tomo-Kahni Site	368									
Topanga SP	572		X		X	X	X			
Will Rogers SHP	559		X		X	X	X			
Locally Operated Facilities										
Castaic Lake SRA, Dockweiler SB, Kenneth Hahn SRA, Placerita Canyon SP, Santa Monica SB, Watts Towers of Simon Rodia SHP, Verdugo Mountains, Will Rogers SB										
Orange County Travel Region										
Bolsa Chica SB	534	X	X	X		X	X	X		

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
Crystal Cove SP	594		X	X	X		X	X		
Doheny SB	610	X	X	X				X		
Huntington SB	564		X	X			X	X		
San Clemente SB	611	X	X	X	X			X		
San Diego Coast Travel Region										
Border Field SP	669		X	X	X	X	X	X		
Cardiff SB	621			X				X		
Carlsbad SB	612		X	X				X		
Cuyamaca Rancho SP	618	X	X	X	X	X	X	X		
Old Town San Diego SHP	667		X							
Palomar Mountain SP	617	X	X	X	X			X		
San Elijo SB	654	X		X				X		
San Onofre SB	663	X		X	X			X		
San Pasqual Battlefield SHP	615		X		X					
Silver Strand SB	614		X	X	X			X		
South Carlsbad SB	652	X		X				X		
Torrey Pines SB	631		X	X				X		
Torrey Pines SR	630				X					
Locally Operated Facilities										
Corona del Mar, Leucadia SB, Moonlight SB										
Inland Empire Travel Region										
California Citrus SHP	570		X		X					
Chino Hills SP	508	X	X		X	X	X			

Unit Name	Unit #	Camping	Picnicking	Fishing	Hiking	Horseback Riding	Bicycling	Water Access	Boating	Off-Highway Riding
Lake Perris SRA	665	X	X	X	X	X	X	X	X	
Mount San Jacinto SP	616	X	X		X	X				
Silverwood Lake SRA	592	X	X	X	X		X	X	X	
Locally Operated Facilities										
Indio Hills Palms										
Desert Travel Region										
Anza-Borrego Desert SP	622	X	X		X	X	X			
Heber Dunes SVRA	444									X
Ocotillo Wells SVRA	439	X	X							X
Picacho SRA	658	X	X	X	X			X	X	
Providence Mountains SRA	538	X	X		X					
Red Rock Canyon SP	577	X	X		X					
Salton Sea SRA	623	X	X	X	X			X	X	

5.0 Education/Interpretation Core Program

5.1 Definition

The Education/Interpretation Core Program consists of activities related to the interpretation of park resources and the education of park visitors and the public-at-large.

5.2 Examples

Interpretive, Educational Activities

Campfire programs, hikes, tours, talks, demonstrations, audio-visual programs, Junior Rangers, Junior Lifeguards, K-12 school programs (in-park, off-site, and Environmental Living and Environmental Studies), Living History, and interpretive special events.

Museums and Visitor Centers

Activities related to museums, visitor centers, house museums, interpretive centers, and other interpretive facilities.

Interpretive Media

Distribution and sales of interpretive books, brochures, newsletters, maps, trail/tour guides, handouts, teacher's guides, etc. Exhibits, displays, signs, both indoor and outdoor.

Cooperating Associations

Oversight of nonprofit interpretive and educational fund-raising organizations.

5.3 Policies and Procedures

- A. Programmatic Survey Results
- B. DOM *Former* Chapter 1300 – Interpretation
- C. Departmental Notices*
- D. Aiming for Excellence
- E. Workbook for Planning Interpretive Projects in California State Parks
- F. All Visitors Welcome
- G. Jr. Rangers Handbook
- H. Cooperating Association Handbook

* Departmental Notices Reviewed

Number		Subject	Chapter	Issue Date
99	17	Department Logo	DAM 0100	12/01/99
97	15	Department Signature (Logo)	DAM 0100	04/16/97
97	10	Media Contact Policy	DAM 0110	03/07/97

5.4 Findings and Action Steps

Findings – Practices that Require Modification

Action Steps and Timeframes

A. Programmatic Survey Results	
<u>Alternate Formats and Auxiliary Aids/Services</u>	
Program announcements and advertisements for interpretive programs are usually only provided in written format.	Alternate formats such as Braille, electronic file, large print and/or Internet must be available upon request. This must be implemented on an ongoing basis at each park unit and at the District and Headquarters level, beginning in July of 2002.
Reports and other publications are usually only provided in written format.	Alternate formats such as Braille, electronic file, large print and/or Internet must be available upon request. This must be implemented on an ongoing basis at each park unit and at the District and Headquarters level, beginning in July of 2002.
Auxiliary aids or accommodations are not always provided for persons with hearing or speech impairments.	Auxiliary aids or accommodations such as computer aided technology, pictorial signage, sign language interpreters, transcripts, TTYs, paper and pen and/or captioning must be provided upon request for persons with hearing or speech impairments who wish to participate in interpretive programs. These are also required for public meetings and special events. See 10.2 – Sign Language Interpreter Departmental Notice for guidelines on advanced notice, etc.

Auxiliary aids or accommodations are not always provided for persons with visual impairments.	Auxiliary aids or accommodations such as computer aided technology, large print, Braille, audio description, tactile maps and/or hand-held objects must be provided upon request for persons with visual impairment who wish to participate in interpretive programs. These are also required for public meetings and special events.
<u>Public Information</u>	
Information on the availability of TTY is not provided on all printed advertising and outreach materials. In addition, the phone number for the California Relay Service is not provided.	All printed advertising and outreach materials must include either a TTY number or the following statement, "To use the California Relay Service with TTY, call (888) 877-5378 or without TTY, call (888) 877-5379." See 10.1 – Accessibility and Publications Department Notice. This is to be implemented when new publications are printed or reprinted.
The public is not consistently informed about how to request communication aids or services.	All publications, including announcements and advertisements must provide information to the public about how to request communication aids or services. The following statement is required on publications; "Prior to arrival, visitors with disabilities who need assistance should contact (contact information)." See 10.1 – Accessibility and Publications Department Notice. Signage shall also be used to indicate the availability of alternate formats.
Potential participants in interpretive programs are not provided with a notice that California State Parks does not discriminate against people with disabilities	This statement must be used in all publications: "California State Parks does not discriminate against people with disabilities." See 10.1 – Accessibility and Publications Department Notice.

<u>Training</u>	
Many front line staff members have not been provided with formal disability awareness training. Many front line staff members are also not trained in how to provide alternate forms of communication.	All front line staff members must receive training in how to provide information or instructions in large print, Braille or written notes. They must also be trained to know when to provide a sign language interpreter or real time captioning for individuals with hearing impairments/ deafness. By September 2002, all seasonal and front line staff will receive this training through field training sessions, the employee orientation process, seasonal employee training, interpreter training and/or maintenance safety training.
Staff members are not consistently trained regarding the possibility of needing to modify a policy or procedure to accommodate an individual with a disability.	Through disability awareness training, Equal Employment Opportunity counseling, employee orientation and other training programs, all staff members must understand the possible need to modify a policy or procedure to accommodate an individual with a disability. All staff should have training by September of 2002. Ongoing training should be incorporated into the program.
<u>Procedures</u>	
Most park units do not have a procedure in place for responding to public requests for reasonable modification/accommodation in educational/interpretive programs.	Each park unit must develop a procedure for responding to public requests for reasonable modification/accommodation in educational/interpretive programs. By September of 2002, staff members who answer public telephone lines will have written instruction on how to refer calls requesting reasonable accommodation.
There was some uncertainty as to whether or not additional costs for auxiliary aids, services or formats were incurred by individuals with disabilities.	Park program managers must ensure that costs for auxiliary aids, services or formats are not passed on to individuals with disabilities. Costs may be included in fees for all visitors.

<u>Contracts</u>	
Not all contracts with outside organizations that provide educational/interpretive programs include language regarding compliance with accessibility laws.	There is currently new boilerplate language regarding compliance with accessibility laws for concessions and other contracts. However, Cooperating Association contract language has not been revised since 1997 and it should be updated in 2002 to reflect a more specific reference to accessibility laws.
<u>Special Events</u>	
Not all special events that are open to the public are held in accessible facilities.	Park staff must ensure that all special events that are open to the public are held in accessible facilities. Survey data (available in early 2002) from Access to Parks Guidelines should be used to check accessibility of buildings, restrooms, parking, exterior routes of travel and any other applicable facilities. This should be an ongoing requirement.
Special event or public meeting announcements do not consistently inform participants about how to request reasonable accommodation.	A notice regarding how to request reasonable accommodation should be included in announcements for public meetings and special events. This should be a standard operating procedure.
B. DOM Former Chapter 1300 – Interpretation	
This chapter is completely outdated.	When this chapter is revised, it should be reviewed before being finalized.
C. Departmental Notices	
	No changes are necessary at this time.

D. Aiming for Excellence	
<u>Page 5 – “District Interpretive Improvement Team”</u>	
Could highlight involvement of people with disabilities.	The second paragraph (Team Makeup) should read: “...offering their experience in day-to-day operation of the interpretive programs. To best benefit the function of the DIIT, inclusion of persons who represent user groups should be considered, i.e., inclusion of a person with a disability would tend to benefit programmatic accessibility. If appropriate, a DIIT may have temporary members...”
<u>Page 31 – “Learning and Behavior”</u>	
When surveys are conducted, there should be alternative methods for collecting data from individuals with disabilities.	The last paragraph should read: “...easy for the visitor to return their response to a staff member. It is important to keep in mind that completion of a survey form may be difficult for some visitors, such as those with visual or mobility impairments. It may be appropriate to ask a visitor if they would like to have the survey read aloud and have the staff member record the responses. It should be made clear that the purpose is not to judge their skills, but to measure the effectiveness...”

<u>Page 48 – "Coaching Techniques"</u>	
Certain criteria for effective interpretation may not be possible due to an interpreter's disability.	The second paragraph should read: "...and sensitive to the uniqueness of each individual interpreter. At one time, for example, the Department benefited from the skills of a tour guide that is blind and who had a unique ability to lead and inspire visitors. While eye contact is normally an essential part of conducting an effective tour, this guide overcame a disability and demonstrated expertise in presenting quality interpretive programs. The coach must foster mutual respect..."
E. Workbook for Planning Interpretive Projects in California State Parks	
<u>Page 5 – "Why is This Project Needed?"</u>	
This section does not mention accessibility.	Under the section "Consider the value of the following to the park," add "Improve accessibility for all visitors."
<u>Page 6 – "Assembling a Team"</u>	
This should include people with disabilities.	Under the section "Consider the individuals who will provide" add "accessibility perspective"
<u>Page 7 – "Assembling a Team"</u>	
Does not mention the accessibility coordinator.	Under the section "Be sure to discuss the project with the following individuals" add "accessibility coordinator(s) and the District Accessibility Resource Group."
<u>Page 8 – "Planning Documents, Review"</u>	
Does not mention Access to Parks Guidelines	Add to list: "Access to Parks Guidelines"
<u>Page 19 – "Graphics"</u>	
Does not mention reasonable modifications	Add to "Images selected for any interpretive project should:" the phrase: "be available in alternative formats."

<u>Page 24 – "Barrier-Free Access or Other Alternatives"</u>	
This information is incomplete	Add to "Consider how each of the following might impact your audience:" the phrases; "route of travel and turning widths" and "encroachment of overhanging exhibits into travel corridors."
	Add to the last paragraph: "...contact disabled members of the community. Check with your District Accessibility Coordinator and District Accessibility Resource Group. They can best advise your planning team."
<u>Page 31 – "Safety and Security"</u>	
A common problem with sinks is not mentioned.	Add to "Identify potential risk factors for your project" the phrase: "exposed piping under restroom sink" and "water exit temperature"
<u>Page 46 – "Public Involvement"</u>	
Does not mention alternative communication systems.	Add to "Methods for involving the community" the phrase: "install alternative communication systems such as TTY for phones."
<u>Page 53 – "Visitor Flow Plans"</u>	
Fourth paragraph on "way-finding" doesn't mention alternative formats for people with disabilities.	Add to fourth paragraph: "Keep in mind that alternate formats of information are important for allowing visitors with disabilities to navigate."
<u>Page 55 – "Design Concepts"</u>	
This section does not mention Access to Parks Guidelines.	Add to "Consider these factors in your designs" the titles: "Standards of the Americans with Disabilities Act and Access to Parks Guidelines."
<u>Page 62 – "Special Equipment List"</u>	
Does not list Braille and large print	Add to list: "Braille and large print format materials."

F. All Visitors Welcome	
<u>Page 120 – "Interpretive Sales and Concessions"</u>	
Does not include a statement about contract language requiring compliance with ADA	Add after the first paragraph: "All contracts with concessionaires must include language regarding compliance with the Americans with Disabilities Act." This language is currently included in the Concessions Contract Boilerplate.
<u>Page 161 – "Off-site Interpretive Programs, Visual Impairments"</u>	
The first paragraph does not include methods of description.	Add to first paragraph, last sentence: "and Methods of Description on page 41."
<u>Page 171 – "Puppet Shows, Visual Impairment"</u>	
The second paragraph does not include methods of description.	Add to second paragraph, last sentence: " and Methods of Description on page 41"
G. Junior Rangers Handbook	
<u>"Including Children with Disabilities in the Junior Ranger Program"</u>	
This chapter is a good attempt to offer helpful suggestions. However, park staff would benefit from more in-depth information about the legal requirements.	<p>Suggest adding the following paragraphs to the beginning of this chapter:</p> <p><u>BACKGROUND</u> Title II of the Americans with Disabilities Act prohibits state and local governments from discriminating against people with disabilities by excluding them from participation or denying them benefits of programs, services or activities.</p> <p>An agency may, for example, set a safety qualification that persons who wish to participate in a scuba diving class must be able to swim. If a disabled individual demonstrates the ability to swim, that individual may not be excluded from the scuba class.</p> <p>A public entity may not make unnecessary inquiries into the existence of a disability. A questionnaire is acceptable, if the</p>

	<p>department can demonstrate that each piece of information requested is needed to ensure safe participation in activities. Completion of such a questionnaire should be required of all program applicants. Information gathered may not be used to screen out children with disabilities.</p> <p>The ADA provides for equality of opportunity, but does not guarantee equality of results. In all cases in which a child with a disability desires to be a participant in a Junior Ranger Program activity, the program leader must aim for reasonable accommodation which would enable the child an opportunity to participate to the fullest extent possible.</p> <p>Normally, a park is not required to provide individuals with disabilities with personal or individually prescribed devices such as wheelchairs, prescription eyeglasses, hearing aids or to provide services of a personal nature. However, when a formal program, such as Junior Rangers, is offered, the park may be required to provide an assistive device. A Junior Ranger activity that is conducted at water's edge on a sandy beach may be required to provide a balloon tire wheelchair or to re-locate the activity to an accessible shoreline area.</p> <p>The park may stipulate that an assistive device be requested in advance. Printed materials should state, for example, "Parents of a child who will need reasonable accommodation to participate in the Junior Ranger program should contact the Ranger staff or the park office in advance."</p> <p>Title II states that while a separate program may be offered (and must be appropriate to the particular</p>
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	individual), individuals with disabilities cannot be excluded from the regular program, or required to accept special services.
<u>Page 31 – "General Tips"</u>	
"General Tips" could be expanded to give a broader variety of suggestions.	<p>Add the following:</p> <p>When asking questions, include all in the opportunity to answer and allow extra time for a child with a disability to respond.</p> <p>Adjustments of reach or height may be necessary to allow for accessibility by all children.</p> <p>When active learning, such as chase games, are a part of the program, make an effort to include children with disabilities. If the disability is such that the child is not able to participate even with reasonable accommodation, find another way to include the child, such as timekeeper, judge, etc.</p> <p>Consider adaptation in the form of team strategy to allow for involvement by all children. Have them work in pairs, one member of the team to assist utilizing necessary sight/motor skills for active involvement while the other member of each team functions in an equalizing less active, yet rewarding way.</p>

<u>Page 33 – "Visual Impairments"</u>	
"Visual Impairments" could be expanded to give a broader variety of suggestions.	<p>Add the following suggestions:</p> <p>Some activities may involve critical written directions or reference materials. Always consider the appropriateness of having these items transcribed into large type or Braille for the benefit of those with sight impairments.</p> <p>Attempt to have on hand touchable objects or cut out the shape of objects for use by sight impaired children. An example of an activity where this would be beneficial is animal track identification.</p>
H. Cooperating Association Handbook	
Former version did not have a chapter on accessibility.	The new version, to be available in early 2001 will have an entire section on accessibility.
<u>Section One – Introduction, Volunteer Coordination and Liability Protection</u>	
There is no reference to non-discrimination.	<p>The following issues are being added to the next revision, due out in early 2001: "These organizations must not discriminate against people with disabilities in admission requirements, testing, or recruitment and must make their programs available to all who would like to participate, regardless of disability. Additionally, this organization will not discriminate against any employee or applicant because of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual preference."</p>

<u>Section Two – Directives, Public Resources code (PRC) Section 5010.1, MOU Outline</u>	
"Discrimination" is a general term that may not be specific enough.	The new manual should include the following language to ensure that an association's contract provisions provide for non-discrimination: "These organizations must not discriminate against people with disabilities in admission requirements, testing or recruitment and must make their programs available to all who would like to participate, regardless of disabilities."
<u>Section Five – Documentation 12, Nondiscrimination</u>	
This statement is not consistent with other recommendations	This statement should be updated for consistency to the following; "... race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual preference."

5.5 Interpretation Core Program Activities by Travel Region

The following matrix represents each of the state's 12 travel regions with the individual park units and the interpretive programs offered in each unit.

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
North Coast Travel Region										
Admiral William Standley SRA	118									
Anderson Marsh SHP	701		X	X	X		X	X		X
Annadel SP	246		X				X	X	X	X
Armstrong Redwoods SR	208		X	X	X		X		X	X
Austin Creek SRA	245									
Azalea SR	109									
Bale Grist Mill SHP	251		X		X		X	X	X	X
Benbow Lake SRA	123	X	X			X		X		X
Bothe-Napa Valley SP	240	X	X					X	X	X
Caspar Headlands SB	161									
Caspar Headlands SR	160									
Clear Lake SP	218	X	X	X	X	X	X	X	X	X
Del Norte Coast Redwoods SP	103	X	X			X	X			X
Fort Humboldt SHP	120			X	X	X	X	X	X	
Fort Ross SHP	207			X	X		X	X	X	X
Greenwood Creek SB	165			X			X		X	
Grizzly Creek Redwoods SP	110	X	X			X	X		X	X
Harry A. Merlo SRA	136									
Hendy Woods SP	148	X	X		X		X		X	X
Humboldt Lagoons SP	105								X	
Humboldt Redwoods SP	119	X	X			X	X	X	X	X

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
Jack London SHP	241		X	X	X		X		X	X
Jedediah Smith Redwoods SP	102	X	X			X	X	X	X	X
Jug Handle SR	154									X
Kruse Rhododendron SR	206									X
Lakes Earl and Talawa	134	X	X					X		
Little River SB	108									
MacKerricher SP	146	X	X	X	X	X	X	X	X	X
Mailliard Redwoods SR	149									
Manchester SP	147		X		X	X	X			
Mendocino Headlands SP	158		X	X	X			X	X	
Mendocino Woodlands SP	159	X			X		X	X		
Montgomery Woods SR	143						X			X
Navarro River Redwoods SP	144							X		
Patrick's Point SP	106	X	X		X	X	X	X	X	X
Pelican SB	101									
Petaluma Adobe SHP	219		X	X	X					
Prairie Creek Redwoods SP	104	X	X			X	X	X	X	X
Richardson Grove SP	116	X	X			X	X		X	X
Robert Louis Stevenson SP	215		X				X	X	X	
Russian Gulch SP	141	X	X		X	X				X
Salt Point SP	248		X		X	X	X		X	X
Schooner Gulch SB	164				X					

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
Sinkyone Wilderness SP	133								X	
Smithe Redwoods SR	130									
Sonoma Coast SB	209	X			X		X		X	X
Sonoma SHP	243			X	X		X	X	X	
Standish-Hickey SRA	117	X	X			X				
Sugarloaf Ridge SP	247	X	X		X				X	X
Trinidad SB	107									
Van Damme SP	142	X	X		X	X	X	X	X	X
Westport-Union Landing SB	150									X
Locally Operated Facilities										
Reynolds WC										
Shasta Cascade Travel Region										
Ahjumawi Lava Springs SP	190									X
Bidwell Mansion SHP	139			X	X		X	X	X	X
Bidwell-Sacramento River SP	163						X			X
Castle Crags SP	124	X	X		X	X	X		X	X
Lake Oroville SRA	151	X		X	X	X	X	X	X	X
McArthur-Burney Falls Memorial SP	125	X	X		X	X		X	X	X
Plumas-Eureka SP	321	X								X
Shasta SHP	126		X	X	X		X	X	X	X
Weaverville Joss House SHP	127			X			X	X	X	
William B. Ide Adobe SHP	128			X	X		X	X	X	
Woodson Bridge SRA	129					X	X			X

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
Gold Country Travel Region										
Auburn SRA	398		X		X	X	X	X		
California Mining/Mineral Museum	707			X	X	X	X	X	X	X
California State Capitol Museum	357			X	X		X	X	X	X
Columbia SHP	307			X	X		X	X	X	X
Delta Meadows	338			X				X		
Empire Mine SHP	383		X	X	X		X	X	X	X
Folsom Lake SRA	318					X	X	X		
Folsom Powerhouse SHP	370		X				X			X
Governor's Mansion SHP	377			X	X		X	X	X	
Indian Grinding Rock SHP	373		X		X		X		X	X
Leland Stanford Mansion SHP	328			X						
Malakoff Diggins SHP	356	X		X	X	X	X	X	X	X
Marshall Gold Discovery SHP	304			X	X		X	X	X	X
Old Sacramento SHP	372			X	X		X	X	X	X
Prairie City SVRA	367				X					
Railtown 1897 SHP	335			X	X		X	X	X	
South Yuba River SHP	359		X	X	X		X	X	X	X
State Indian Museum SHP	309			X	X		X	X	X	
Sutter's Fort SHP	308			X	X		X	X	X	X
High Sierra Travel Region										
Bodie SHP	324						X		X	X

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
Calaveras Big Trees SP	306	X	X	X	X	X	X	X	X	X
D.L. Bliss SP	303	X				X	X		X	X
Donner Memorial SP	301	X		X	X	X	X	X	X	
Emerald Bay SP	313	X		X		X	X		X	
Grover Hot Springs SP	322	X				X				
Lake Valley SRA	382									
Mono Lake Tufa SR	366		X		X		X	X		X
Sugar Pine Point SP	339	X		X	X	X	X	X	X	X
Tahoe SRA	302					X			X	
Washoe Meadows SP	390									
Wassama Round House SHP	376				X			X		X
Locally Operated Facilities										
Burton Creek SP, Kings Beach SRA, Tahoe SRA, Ward Creek										
San Francisco Bay Area Travel Region										
Angel Island SP	231		X	X	X		X	X	X	X
Año Nuevo SP	222	Presently closed to the public								
Año Nuevo SR	228		X	X	X		X	X	X	X
Bean Hollow SB	266									X
Benicia Capitol SHP	221		X	X			X	X	X	
Benicia SRA	224		X					X		
Bethany Reservoir SRA	744									
Big Basin Redwoods SP	406	X	X	X	X	X	X	X	X	X
Burleigh H. Murray Ranch	285									X

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
Butano SP	423	X	X		X	X			X	X
Candlestick Point SRA	214		X	X	X		X			X
Carnegie SVRA	272				X		X			
Castle Rock SP	404		X							X
China Camp SP	202	X		X	X		X	X	X	X
Forest of Nisene Marks SP	465		X	X	X					X
Gray Whale Cove SB	270									
Half Moon Bay SB	277	X				X	X		X	X
Henry Cowell Redwoods SP	418	X	X	X	X	X	X	X	X	X
John Marsh Home	254	Presently closed to the public								
Manresa SB	416	X	X	X	X	X				
Montara SB	278									X
Mount Diablo SP	203	X	X	X	X		X	X	X	X
Mount Tamalpais SP	239	X	X					X	X	X
Natural Bridges SB	407		X	X	X		X	X	X	X
New Brighton SB	408	X	X	X	X	X				
Olompali SHP	201			X	X		X		X	
Pescadero SB	227		X				X			X
Pigeon Point Light Station SHP	281			X	X		X			X
Pomponio SB	226									X
Portola Redwoods SP	405	X	X	X	X	X			X	X
Samuel P. Taylor SP	233	X	X		X	X	X			X

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
San Gregorio SB	273									X
Santa Cruz Mission SHP	433			X	X		X	X	X	X
Seacliff SB	409		X	X	X	X	X	X	X	
Sunset SB	410	X	X	X	X	X	X			
Thornton SB	275	Presently closed to the public								
Tomales Bay SP	237			X	X		X			X
Twin Lakes SB	422					X	X			
Wilder Ranch SP	456		X	X	X		X	X	X	X
Locally Operated Facilities										
East Bay Shoreline, Lake del Valle SRA, Lighthouse Field SB, Marconi Conference Center SHP, Pacifica SB, Point Montara Light Station, Robert W. Crown Memorial SB, San Bruno Mountain SP										
Central Coast Travel Region										
Andrew Molera SP	491		X					X	X	X
Asilomar SB and Conference Grounds	436		X	X	X	X	X	X		X
Carmel River SB	437		X	X	X		X			X
Carpinteria SB	514	X	X		X	X	X	X	X	X
Chumash Painted Cave SHP	525			X						
El Capitan SB	519	X	X			X	X	X		
El Presidio de Santa Barbara SHP	575			X	X		X	X	X	X
Emma Wood SB	530		X							X
Fremont Peak SP	412		X		X	X	X	X	X	X
Garrapata SP	467		X							X
Gaviota SP	542					X	X			

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
Hearst San Simeon SHM	494			X	X		X	X	X	
Henry W. Coe SP	432		X		X		X	X	X	X
Hollister Hills SVRA	244				X		X		X	
John Little SR	438									
Julia Pfeiffer Burns SP	462		X		X					X
La Purisima Mission SHP	513		X	X	X		X	X	X	X
Limekiln SP	461		X							X
Los Osos Oaks SR	739		X							
Marina SB	479		X		X		X	X		X
McGrath SB	567	X	X			X	X		X	
Montaña de Oro SP	441	X	X		X	X			X	X
Monterey SB	460		X		X	X	X			X
Monterey SHP	455			X	X		X	X	X	X
Morro Bay SP	443	X	X	X	X	X	X	X	X	X
Morro Strand SB	442		X							
Moss Landing SB	454				X					X
Oceano Dunes SVRA	264						X	X		X
Pacheco SP	369		X	X	X		X		X	
Pfeiffer Big Sur SP	448	X	X		X	X	X	X	X	X
Pismo SB	446	X	X		X	X	X		X	X
Point Lobos SR	449		X	X	X		X	X	X	X
Point Mugu SP	573		X	X	X	X	X	X	X	X

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
Point Sur SHP	419			X	X		X	X	X	
Refugio SB	527	X	X	X		X	X	X		
Salinas River SB	451									
San Buenaventura SB	515				X	X	X	X		
San Juan Bautista SHP	411			X	X		X	X	X	X
San Simeon SP	487	X	X		X	X	X	X		X
William Randolph Hearst Memorial SB	486		X		X	X	X	X		X
Zmudowski SB	450									
Locally Operated Facilities										
Cayucos SB, El Presidio de Santa Barbara SHP, Fort Ord Dunes, Mandalay SB, Point Sal SB										
Central Valley Travel Region										
Brannan Island SRA	314	X			X	X	X	X	X	X
Caswell Memorial SP	316	X	X		X	X	X	X		
Colonel Allensworth SHP	341			X	X	X	X	X	X	X
Colusa-Sacramento River SRA	140				X	X	X	X		
Fort Tejon SHP	351		X	X	X		X	X	X	X
Franks Tract SRA	329									
George J. Hatfield SRA	312	X			X		X			
Great Valley Grasslands SP	352		X	X			X			
McConnell SRA	310				X	X	X	X		
Millerton Lake SRA	378	X	X	X	X		X	X	X	X
San Luis Reservoir SRA	333	X		X	X	X	X	X	X	

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
Tule Elk SR	350			X	X	X	X		X	X
Turlock Lake SRA	311	X			X	X	X			
Locally Operated Facilities										
Woodland Opera House SHP										
Los Angeles County Travel Region										
Antelope Valley California Poppy Reserve SR	560			X	X		X		X	X
Antelope Valley Indian Museum	579		X	X	X		X	X	X	X
Arthur B. Ripley Desert Woodland SP	595									
Hungry Valley SVRA	521		X				X	X		X
Leo Carrillo SP	540	X	X		X	X	X	X	X	
Los Encinos SHP	546							X		X
Malibu Creek SP	537		X		X		X		X	X
Malibu Lagoon SB	548			X	X		X	X		X
Pio Pico SHP	551			X	X		X	X		X
Point Dume SB	553		X	X			X			X
Robert H. Meyer Memorial SB	590									
Saddleback Butte SP	543	X	X		X				X	X
Santa Susana Pass SHP	505									
Tomo-Kahni Site	368			X			X	X		
Topanga SP	572		X		X		X	X	X	X
Will Rogers SHP	559			X	X		X	X	X	X

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
Locally Operated Facilities										
Casttaic Lake SRA, Dockweiler SB, Kenneth Hahn SRA, Placerita Canyon SP, Santa Monica SB, Watts Towers of Simon Rodia SHP, Verdugo Mountains, Will Rogers SB										
Orange County Travel Region										
Bolsa Chica SB	534		X		X	X	X			X
Crystal Cove SP	594		X		X		X	X	X	X
Doheny SB	610	X			X	X	X	X	X	X
Huntington SB	564				X	X	X			X
San Clemente SB	611	X	X		X	X	X	X		X
San Diego Coast Travel Region										
Border Field SP	669		X	X	X	X	X	X	X	X
Cardiff SB	621				X			X		
Carlsbad SB	612	X			X	X	X			
Cuyamaca Rancho SP	618	X	X			X	X		X	X
Old Town San Diego SHP	667			X	X		X	X	X	
Palomar Mountain SP	617	X	X		X	X	X			X
San Elijo SB	654	X		X	X	X	X			
San Onofre SB	663	X	X				X			X
San Pasqual Battlefield SHP	615	X	X	X	X		X	X	X	X
Silver Strand SB	614				X	X	X			X
South Carlsbad SB	652				X	X	X			
Torrey Pines SB	631		X	X	X		X	X		
Torrey Pines SR	630		X	X	X		X	X	X	X

Unit Name	Unit #	Campfire Programs	Hikes	Tours	Talks/ Demonstrations	Jr. Rangers / Lifeguards	School Programs	Special Events	Visitor Center/ Museum	Self-Guided Trails/Tours
Locally Operated Facilities										
Corona del Mar, Leucadia SB, Moonlight SB										
Inland Empire Travel Region										
California Citrus SHP	570	X		X	X		X	X	X	X
Chino Hills SP	508	X	X		X	X	X	X		X
Lake Perris SRA	665	X		X	X	X	X	X	X	X
Mount San Jacinto SP	616	X	X		X	X	X		X	X
Silverwood Lake SRA	592	X	X	X	X	X	X	X	X	
Locally Operated Facilities										
Indio Hills Palms										
Desert Travel Region										
Anza-Borrego Desert SP	622	X	X	X	X	X	X	X	X	X
Heber Dunes SVRA	444									
Ocotillo Wells SVRA	439			X				X		
Picacho SRA	658	X	X				X			X
Providence Mountains SRA	538			X	X		X		X	X
Red Rock Canyon SP	577	X	X	X	X		X	X	X	X
Salton Sea SRA	623	X	X	X	X	X	X		X	X

6.0 Public Safety Core Program

6.1 Definition

The Public Safety Core Program consists of activities related to public safety, emergency services and law enforcement in the State Park System.

6.2 Examples

Visitor Safety

Detection and prevention of emergencies and accidents, including general visitor safety activities.

Emergency Visitor Services

Activities related to emergency services, search and rescue, responses, evacuations, first aid, visitor accidents, etc.

Law Enforcement

Activities related to law enforcement duties, investigations, court-related activities, mutual aid, arrests, citations, reports, etc.

Dispatch

Operation of dispatch centers.

Departmental Organization

The Public Safety Core Program is administered through the Public Safety Section of the office of Field Services. Each District administers the public safety program at each of its field units, as appropriate. Due to the nature of law enforcement and the regulation of emergency services, the Public Safety Core Program is implemented in a relatively consistent manner throughout the State Parks System.

There are three Communications Centers that offer dispatch services in Northern, Central and Southern California.

There are circumstances where State Park peace officers participate in activities outside the park unit and where peace officers from outside agencies provide services on state park property.

6.3 Policies and Procedures

- A. Programmatic Survey Results
- B. Department's Operations Manual (DOM) Chapter 800 – Hazardous Materials
- C. DOM Chapter 1100 – Visitor Safety
- D. DOM Chapter 1200 – Aquatic Safety
- E. DOM Chapter 1300 – Public Protection
- F. DOM *Former* Chapter 1400 – Park Operations
- G. DOM Chapter 1400 – Public Safety Telecommunications Program
- H. DOM Chapter 1500 – Standardized Emergency Management
- I. DOM Chapter 1800 – Park Operations
- J. DOM *Former* Chapter 1900 – Safety
- K. Public Resources Code
- L. California Code of Regulations
- M. Departmental Notices*
- N. DPR Radio System User's Handbook
- O. Aquatic Operations Handbook

* Department Notices Reviewed

Number		Subject	Chapter	Issue Date
98	05	Information Security Policy Handbook	DAM 1600	02/27/98
98	04	Visitor Safety and Boating Operations Policies Reissued	DAM 1200	02/20/98
97	30	Implementation of the Federal Gun Control Act	DAM 1200	08/08/97
97	03	Revisions to DAM 0210.315, Permissive Reinstatement of Peace Officers	DAM 0200	01/24/97
95	07	Speed Control - Pavement Undulations	DOM 1400	03/15/95
94	25	Fingerprinting for Recordable Misdemeanors	---	08/05/94
94	12	Employment/Pre-Employment Criminal History Checks	DAM 0200	04/21/94
90	04	Revised First Aid Requirements	DAM 1200	02/20/90
88	67	New Traffic Collision Reporting Procedures	DAM 1200	12/27/88
88	16	Replacement of Repaired Tires on Public Safety Vehicles	DOM 1100	03/21/88

The following codes are written and revised through the legislative process and/or by other agencies. The Accessibility Section has not addressed changes that may be required in these codes and action plans, as they are not within our jurisdiction:

Penal Code

Harbors and Navigation Code

Vehicle Code
Health and Safety Code
Fish and Game Code
County Emergency Action Plans

6.4 Findings and Action Steps

Findings – Practices that Require Modification

Action Steps and Timeframes

A. Programmatic Survey Results	
Dispatch services for law enforcement and medical assistance, including emergencies may not have adequate alternative forms of communication for people with hearing or speech impairment.	Installation of TTY systems are in progress at NorCom, CenCom and SurCom. There will be monthly testing to assure that staff members are trained in the use of the equipment.
Formal disability awareness training is inconsistent and in many cases lacking with regard to public safety. Procedures for communicating with and transporting people with disabilities need to be formalized.	All front line peace officers must have formal disability awareness training. This training should include strategies and auxiliary aids or accommodations for communicating with people with hearing or speech impairment and/or visual impairment during a law enforcement or medical contact, including emergencies. In addition it should include strategies for transporting an individual with a mobility impairment, for example if the individual does not want to transfer from a wheelchair into a park vehicle.
The need for adaptive mobility equipment has not been established consistently. Where it is provided, staff is not consistently trained in its use.	Adaptive mobility equipment should be provided as needed in case of emergencies. Where provided, staff should be trained in its use as part of the training in emergency procedures.
Most park units have no means of making a hearing impaired person aware of an activated alarm both outdoors in core areas and inside buildings.	Emergency procedures must include a means of making a hearing impaired person aware of an activated alarm both outdoors in core areas and inside buildings.
B. DOM Chapter 800 – Hazardous Materials	
	No changes necessary

C. DOM Chapter 1200 Aquatic Safety	
<u>1210.1 Junior Lifeguard Program Overview</u>	
The only modifications mentioned are “shorter programs.”	Include: "Reasonable accommodation should be made for participants with disabilities. If unable to participate in physical activities, participants should nevertheless be allowed to participate in meetings or class sessions and observe the program to the fullest extent possible."
D. Aquatic Operations Handbook	
<u>4.7 Basic Public Contact Guide "How To" Tips for Public Contacts Representation, Translation and Mediation Suggested Steps For Making Rules & Regulations Contacts</u>	
This section does not recognize the diversity of public customers that visit and are interested in our Aquatic Program and how diverse customers may have hidden disabilities that require alternate forms of communicating.	Ensure that this section offers lifeguards the knowledge and sensitivity of providing alternate ways of communicating with customers that may have a hearing disability; have limited English proficiency; and visual impairments.
E. DOM Chapter 1300 – Public Protection	
In-house Peace Officers processes and standards.	No necessary changes
F. DOM Former Chapter 1400 – Park Operations	
Field Operations Chapter is very outdated and is applicable to in-house processing of reports, stocking of items and supplies, fees and charges, the reservation system, ritual and ceremonial procedures, and management of public use facilities.	Take into consideration the Americans with Disabilities Act ensures equal access to persons with disabilities to programs and activities. Ensure that sections referencing modes of information should be available in alternate formats (i.e. large print). Accessibility Section review chapter before final copy.

G. DOM Chapter 1400 – Public Safety Telecommunications Program	
The entire radio communications system is inaccessible for people with speech and hearing impairment. There are no provisions in the manual for alternative formats for people with a hearing or speech impairment.	As radio equipment such as consoles and intelligent workstation telephones are installed, they will include TTY equipment. This installation is in progress. There will be monthly testing to ensure that Communications Center personnel know how to use the TTY equipment. A statement regarding the need for TTY in the communications equipment should be added to the manual chapter.
<u>1402.1 Radio Equipping Standards, D. Public Safety Officer Vehicles</u>	
The requirements call for a Public Address (PA) System and a Siren. These features only allow for communication with people who hear.	Although it is assumed that light bars on the vehicles are included in the vehicle's public safety equipment, it should be noted in the manual that visual communications are necessary for individuals with hearing impairments. A visitor may not respond to the commands of a PA system and a peace officer must use an alternative format such as written words.
H. DOM Chapter 1500 – Standardized Emergency Management	
This chapter addresses procedures and processes for major emergencies and disasters. The Department's role in responding and working with other governmental and non-governmental organizations.	When emergency evacuation/situations occur, department staff shall take into consideration the needs of persons with disabilities.

I. DOM Chapter 1800 – Park Operations	
This chapter is outdated and formerly Chapter 1400. It is in the process of being updated and revised. If the old Section 1411, which mentions “Dealing With Visitors” is included in the future DOM chapters, 1800, it should be more specific.	The following statement is recommended: “California State Parks offers equal recreational opportunities for all visitors. Quality customer service shall be extended to all visitors regardless of age, ancestry, color, creed, disability, marital status, medical condition, national origin, race, religion, sex or sexual orientation.” This should be incorporated at the next revision.
J. DOM Former Chapter 1900 – Safety	
This chapter addresses responsibilities for managing mountain lions, africanized honeybees and their behaviors. This chapter also addresses in-house reports and protocol with the Department of Fish and Game in responding to removal of wildlife.	No changes recommended.
K. Public Resources Code	
	Changes are addressed in “Recreation Core Program”
L. California Code of Regulations	
	Changes are addressed in “Recreation Core Program”
M. Departmental Notices (Current)	
<u>Dept. Notice Number 98-04</u>	
Page 2 – "Departmental Boat Operation" Audible alarms	Where audible alarms are installed, a visual alarm must be provided for people with hearing impairment. See Alarm guidelines in Access to Parks Guidelines.

<u>Dept. Notice Number 97-28</u>	
"General Information Systems for Registered Sex Offenders" – A. The phone number provided for the Department of Justice does not include TTY information.	After DOJ's phone number, add; "To use the California Relay Service with TTY, call (888) 877-5378 or, without TTY, call (888) 877-5379."
N. DPR Radio System User's Handbook	
	All policy within applied only to the controlled method and use of radio equipment by authorized State Park personnel. There are no (public) accessibility issues in this publication.

7.0 Resource Protection Core Program

7.1 Definition

Management and perpetuation of the natural and cultural resources of the State Park System.

7.2 Examples

Natural Resource Management

Monitoring, restoration, and management of listed, sensitive, exotic, and natural habitats; including general habitat improvement, tree hazard management, prescribed burning, inventorying research, grant management, and general resource protection activities.

Environmental and Preventive Planning

Site impact evaluation, resource evaluation, mitigation, including DPR CEQA and 5024 reviews, regional collaboration, permitting, etc.

Cultural Resource Management

Monitoring, restoration, reconstruction, rehabilitation, stabilization, conservation, collection management, inventorying, research, cataloging, grant management, etc. of structures, objects, photographs, and archival materials.

Environmental and Preventive Planning

Site impact evaluation, resource evaluation, mitigation, including DPR CEQA and 5024 reviews, regional collaboration, permitting, etc.

7.3 Policies and Procedures

- A. Programmatic Survey Results
- B. Department's Operations Manual (DOM) Chapter 0300 – Natural Resources
- C. DOM Chapter 0400 – Cultural Resources
- D. DOM Chapter 0600 – Environmental Review
- E. California Historical Building Code
- F. California State Law and Historic Preservation
- G. Departmental Notices*
- H. Collections Management Handbook
- I. Guide to California State Parks Photographic Archives
- J. Argus Reference Manual

* Departmental Notices Reviewed

Number		Subject	Chapter	Issue Date
99	18	Coastal Erosion	DOM 1600	12/28/99
99	08	New Departmental Process for General Planning	DOM 0500	04/27/99
99	05	Scattering of Cremated Human Remains in State Parks		
97	45	Museum Collections Facility Index (MCFI), DPR 956A, DPR 956B	DOM 2000	12/19/97
97	41	Pest Management Operations	DAM 0700	11/12/97
97	40	DPR 922, Gift or Loan of Personal Property	DAM 0900	11/05/97
97	19	Report of Collections User Packet	DOM 0600	05/14/97
94	10	Report of Tree Failure (DPR 371)	DOM 1600	04/04/94
93	13	Wildfire Management	DOM 1600	05/17/93
92	17	Pest Management		
91	24	New Facility Inventory and Inspection Categories	DOM 0800	07/22/91
81	25	Historic Preservation Policy	DOM 1600	12/21/81

7.4 Findings and Action Steps

Findings – Practices that Require Modification

Action Steps and Timeframes

A. Programmatic Survey Results	
<u>Alternate Formats and Auxiliary Aids/Services</u>	
Program announcements and publications are usually only provided in written or electronic format.	While resource protection announcements and publications are available in electronic file on the Internet, they must also be available upon request in large print or Braille. This should be implemented on an ongoing basis, as requested.
Auxiliary aids or accommodations are not always provided for persons with hearing or speech impairments.	Auxiliary aids or accommodations, such as computer aided technology, pictorial signage, sign language interpreters, transcripts, TTYs, paper and pen, and/or captioning, must be provided upon request for persons with hearing or speech impairments who wish to participate in recreational programs. These are also required for public meetings and special events. See Appendix E - Sign Language Interpreter Departmental Notice for guidelines on advanced notice, etc.

Auxiliary aids or accommodations are not always provided for persons with visual impairments.	Auxiliary aids or accommodations, such as computer aided technology, large print, Braille, audio description, tactile maps, and/or hand-held objects, must be provided upon request for persons with visual impairment who wish to participate in recreational programs. These are also required for public meetings and special events.
<u>Training</u>	
Many staff members have not been provided with formal disability awareness training. Many staff members are also not trained in how to provide alternative forms of communication.	All staff members must receive training in how to provide information or instructions in large print, Braille or written notes. They must also be trained to know when to provide a sign language interpreter or real time captioning for individuals with hearing impairments/deafness. By September 2002, all seasonal and front line staff will receive this training through field training sessions, the employee orientation process, seasonal employee training, interpreter training and/or maintenance safety training.
Staff members are not consistently trained regarding the possibility of needing to modify a policy or procedure to accommodate an individual with a disability.	Through disability awareness training, Equal Employment Opportunity counseling, employee orientation and other training programs, all staff members must understand the possible need to modify a policy or procedure to accommodate an individual with a disability. Staff shall be trained on an ongoing basis.
<u>Public Meetings</u>	
Public meetings may not always be held in accessible facilities.	Public meetings should always be held in an accessible facility.

Announcements for public meetings do not state that reasonable accommodations and alternative formats are available. They also do not always give a contact number for requesting accommodation.	Announcements for public meetings must give a contact number for requesting reasonable accommodations, such as alternative formats.
B. DOM Chapter 0300 – Natural Resources	
This chapter and 0400 are incorporated into one chapter. It addresses the internal processes in relation to the protection of the resources. For example, the process for tree removal, erosion control and vegetation management. Processes for and activities of a custodial nature are also addressed.	Recommendations: No changes necessary.
C. DOM Chapter 0400 – Cultural Resources	
	Chapters 0300 and 0400 have been combined into Chapter 1600.
D. DOM Chapter 0600 – Environmental Review	
<u>Section 0606.2.1 Public Participation</u>	
Portions of this publication were reviewed in draft form.	<p>The following text has been added to the draft:</p> <p><i>In order to maximize public participation in the environmental review process it is necessary to assure that communication with individuals with disabilities are as effective as with other segments of our society. Environmental documents distributed for public review and notices should make use of the following methods to achieve this goal (reference DN Publications Accessibility, 2000-07):</i></p> <ul style="list-style-type: none"> • Provide notice that "This publication is available in alternate formats by contacting (contact and phone number)." <p>Due to the large number of</p>

	<p>environmental documents, which this Department publishes, and the statutory time frames that must be met, alternate formats are limited to large print and electronic versions and will be made available upon request.</p> <p>Large print materials shall be at least 18-point size in sans serif type font.</p> <ul style="list-style-type: none"> • Contact numbers shall state the availability of a teletypewriter (TTY) if available. If a TTY is not available, the publications shall include the following statement: "To use the California Relay Service, with TTY, call (888) 877-5378 or, without TTY, call (888) 877-5379." <p>If a public hearing or meeting is planned, the notice shall prominently display a standardized accessibility statement: "California State Parks does not discriminate against individuals with disabilities. Prior to arrival, visitors with disabilities who need assistance should contact (contact name and phone number)." Venues used by the Department for public hearings or meetings shall conform to Department standards for accessibility in meeting compliance with the Americans with Disabilities Act of 1990.</p>
E. California Historical Building Code	
<p>There is no contact information provided for alternative format.</p>	<p>This publication is not produced by the Department. It should contain information about who to contact for alternative formats.</p>

F. California State Law and Historic Preservation	
There is no contact information provided for alternative format.	This publication is not produced by the Department. It should contain information about who to contact for alternative formats.
G. Departmental Notices	
	There were no changes required for Departmental Notices related to Resource Protection.
H. Collections Management Handbook, Volumes I and II	
<u>Use of Museum Objects 20.10</u>	
There is no mention of the use of handheld objects and how that enhances the experience of people with disabilities.	Add a section 20.10.5: "HANDS-ON OBJECTS FOR ACCESSIBILITY ENHANCEMENT. For many persons with disabilities, the use of hand-held objects will facilitate, and may be essential to, an understanding of cultural history. Examples of persons who will benefit from the opportunity to touch objects are individuals with visual impairments and those with learning disabilities. Objects that are central to the interpretive themes and topics should be reproduced in accordance with procedures outlined in this handbook, if possible. It is important to keep in mind that often characteristics of an item, such as weight or texture, may be conveyed through alternative means.
I. Guide to California State Parks Photographic Archives	
The contact number on this publication provides neither TTY information, nor any contact information for alternative formats.	When this publication is reprinted it should include the following statements near the phone number; "To use the California Relay Service with TTY, call (888) 877-5378 or without TTY, call (888) 877-5379." "Please call _____ to obtain this publication in alternative formats."
J. Argus Reference Manual	
	There are no accessibility-related items that need to be addressed.

8.0 Facilities Core Program

8.1 Definition

Maintenance of facilities, systems and roads in the State Park System.

8.2 Examples

Housekeeping/Maintenance

All efforts devoted to the care of property, facilities and equipment, including maintenance and grounds keeping.

Category I Facilities

All recurring activities and those on a 2-5 year cycle as identified in current maintenance program.

Category II Facilities

All recurring activities on more than a 6-year cycle or those that do not recur on periodic intervals as identified in the current maintenance program.

Category I & II Roads and Trails

All preventative, recurring and non-recurring maintenance and repair.

Equipment Maintenance

All activities related to the maintenance and repair of equipment.

Capital Improvements

Activities related to the planning and accomplishment of major and minor capital outlay projects, roads and other special category projects.

8.3 Policies and Procedures:

- A. Programmatic Survey Results
- B. Department's Operations Manual (DOM) Chapter 1600 – Maintenance
- C. Departmental Notices*

*Departmental Notices Reviewed

Number		Subject	Chapter	Issue Date
99	10	Replacement of Tires	DOM 1100	06/03/99
99	07	General Plan Policy Committee	DOM 0500	04/14/99
99	06	Acquisition Planning Process	DOM 0500	04/12/99
96	17	Bridge Inspections	DOM 0800	06/06/96

91	23	Signs	DOM 0800	07/15/91
88	62	Boundary Identification	DOM 0800	11/28/88
87	04	New DPR Satellite Antenna Policy and Revised Photography Permit Procedure	DOM 1400	02/04/87

8.4 Findings and Action Steps

Findings – Practices that Require Modification

Action Steps and Timeframes

A. Programmatic Survey Results	
TTYs (teletypewriters) are not found in most field or Headquarters offices. Some public phones are not accessible.	Criteria should be established to determine which phone lines should provide TTY service. Staff members who answer the phone should be trained in the use of TTY. All public telephones on park property should have accessible features.
Signage is a key form of communication that often lacks appropriate accessibility information.	Provide signage with the international symbol of accessibility at all accessible entrances. Use signage at inaccessible entrances to direct persons to accessible entrances. Provide signage concerning the availability and location of volume control phones, TTYs and assistive listening systems.
Not all staff members have been provided with disability awareness training. Many maintenance staff members need appropriate training to construct and maintain accessible facilities.	Disability awareness training should be incorporated into a required training program for all maintenance staff members.
Not every park unit and/or District has a District Accessibility Resource Group (DARG) to assist with finding accessibility solutions and prioritizing projects.	Each District must have a DARG, made up of people with disabilities in the local community, to assist with compliance issues.
B. DOM Chapter 1600 – Maintenance	
This chapter is in the process of being revised and in draft form.	Recommendation: When this chapter is in its final draft form, it should be reviewed before being finalized for publication.

C. Departmental Notices	
	There were no changes required on Departmental Notices for the Facilities Core Program.

9.0 Administration Services Support

9.1 Definition

General administrative activities performed by district and headquarters administrative staff.

9.2 Examples

Personnel, accounting, purchasing, training, clerical support and other activities not attributable to a major program.

9.3 Policies and Procedures

- A. Programmatic Survey Results
- B. Department Administration Manual (DAM) Chapter 200 – Personnel
- C. DAM Chapter 300– Training and Development
- D. DAM Chapter 400 – Travel
- E. DAM Chapter 500 – Budgeting
- F. DAM Chapter 600 – Accounting
- G. DAM Chapter 700 – Contracts
- H. DAM Chapter 800 – Records, Forms and Manuals
- I. DAM Chapter 900 – Property
- J. DAM Chapter 1000 – Support Services
- K. DAM Chapter 1200 – Employee Safety
- L. DAM Chapter 1300 – Purchasing
- M. DAM Chapter 1400 – Human Rights
- N. DAM Chapter 1500 – Labor Relations
- O. DAM Chapter 1600 – Information Technology
- P. Departmental Notices*
- Q. Personnel Procedure Manual
- R. Director's Recognition Program Guidelines
- S. Discrimination Complaint Program Handbook

* Departmental Notices Reviewed

Number		Subject	Chapter	Issue Date
2000	04	AIG Claims Service, Inc.-New Provider of the Department's Workers' Compensation Insurance Policy	DAM 0200	08/14/00
2000	03	Employee Appraisal and Development	DAM 0200	03/10/00

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2000	02	Ergonomic Policy	DAM 0200	02/17/00
2000	01	Purchasing Delegation	DAM 1300	01/24/00
99	15	Reasonable Accommodation	DAM 0200	08/20/99
99	14	Official State Fuel Card: Voyager	DOM 1100	07/27/99
99	13	Sexual Harassment	DAM 1400	07/07/99
99	12	DPR Equal Employment Opportunity Policy	DAM 1400	07/07/99
99	11	Uniforms – field Jeans and Bicycle Patrol	DOM 0500	06/04/99
99	09	Employee Opportunity Transfer open Enrollment Period – Begins July 1, 1999	DAM 0200	05/21/99
99	04	Outsourcing Policy	DOM 1700	01/12/99
99	03	Delegated Purchasing Program	DAM 1300	02/01/99
99	02	Windows 98	DAM 1600	01/08/99
99	01	E-Mail “Spam”	DAM 1600	01/08/99
98	18	Revision to DOM Chapter 500, Uniforms	DOM 0500	12/29/98
98	17	Employee Opportunity Transfer open Enrollment Period – Begins January 4, 1999	DAM 0200	12/29/98
98	16	Automated Forms	DAM 0800	10/27/98
98	15	Out-of-Class Experience Credit for Civil Service Examinations	DAM 0200	10/27/98
98	14	Duties of Seasonal Classifications	DAM 0200	10/16/98
98	13	Family School Partnership Act (FSPA)	DAM 0200	08/18/98
98	12	Sesquicentennial Pin	DOM 0500	08/05/98
98	11	Employee Occupied Housing	DAM 0200	07/23/98
98	10	Employee Opportunity Transfer Open Enrollment Period - Begins July 1, 1998	DAM 0200	06/17/98
98	09	Windows 95/Office 97 Department Standard	DAM 1600	06/01/98
98	07	Donor and Sponsorship Recognition Policy and Guidelines	DOM 1000	04/27/98
98	06	Elimination of DPR 328, Cash Purchase Voucher	DAM 1300	03/03/98
98	03	DN 97-43, Automatic resignations Under the “AWOL” Statute Rescinded	DAM 0200	02/09/98
98	02	Workplace Violence Policy	DAM 0200	02/09/98
98	01	Delegated Purchasing Program	DAM 1300	01/14/98
97	44	Change in DPR Travel Agency	DAM 0400	12/16/97
97	39	Surety Policy - Performance Bond and Alternatives	DOM 1700	10/31/97
97	36	Clarification of Paid Moves	DAM 0400	10/07/97
97	35	Revised Property Accountability for Budgetary Purposes	DAM 0900	10/03/97
97	32	Migration to Windows 95/Office 97	DAM 1600	08/29/97
97	31	Standards of Performance for Managers and Designated Supervisors	DAM 0200	08/28/97
97	27	DMV Request for Confidentiality of Home Addresses	DAM 0200	07/15/97
97	26	Catastrophic Leave	DAM 0200	07/09/97
97	25	Parks and Recreation Employee Opportunity Transfer Open Enrollment Period – Begins July 1, 1997	DAM 0200	07/09/97
97	21	DPR Policy for the Commercial Driver's License (CDL) Drug and Alcohol Testing Program	---	05/27/97
97	09	Revised Property Accountability	DAM 0900	03/04/97
97	08	Department Policies on Nepotism, Smoking, Incompatible Activities and Conflict of Interest	DAM 1500	02/26/97
96	39	Public Works Required Contract Language Employment of Undocumented Aliens	DAM 0700	11/27/96
96	38	Revised Personnel Forms	DAM 0200	10/30/96
96	36	Administrative Services Division Reorganization	DAM 0000	09/26/96

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96	32	SPS Units Operated by Local Agencies	---	08/16/96
96	30	Revisions to DOM Chapter 0500, Uniforms	DOM 0500	08/15/96
96	28	Official Number of State Park System Units	---	07/31/96
96	25	Driver Training and Records Retention Programs	DAM 0800 DAM 1200	07/17/96
96	23	Non-Mandated Printing Services	DAM 1000	07/15/96
96	21	Guide to the California State Parks World Wide Web Home Page	DAM 1600	06/20/96
96	20	Uniform Replacement Allowance Process	DOM 0500	06/18/96
95	37	Unit Naming/Classification	---	11/30/95
95	36	Proposed Development, Programs or Activities - Determination of Consistency with General Plan or Exemption from General Plan Amendment	---	11/30/95
95	32	Accessibility Program Policy	DAM 1400	11/08/95
95	31	DPR 81, Position Action Request	DAM 0200	11/13/95
95	30A	Revised DPR Employee Selection Policy, etc.	DAM 1400	11/07/95
95	29	DPR Equal Employment Opportunity Policy	DAM 1400	10/12/95
95	25	9/8/80 Alternate Work Schedule Policy	DAM 0200	08/21/95
95	23	DPR 914 - Report of Potential Exposure to a Communicable Disease	DAM 1200	08/04/95
95	17	Revised Employee Appraisal & Career Development	DAM 0200	05/12/95
95	16	Uniforms	DOM 0500	05/15/95
95	12	Housing Plan Guidelines	---	04/18/95
95	06	Discrimination Complaint Program	DAM 1400	02/07/95
95	02	Revised DPR 152 - Property Survey Report	DAM 0900	01/03/95
94	38	Guidelines for Personalized Sports Cards	DAM 0100	11/30/94
94	29	Executive Personnel Review Committee	DAM 0200	09/13/94
94	24	General Plan Policy Committee	---	07/29/94
93	23	Discipline and Separation of Seasonal Employees	DAM 0200	08/24/93
93	11	California Coastal Commission/Coastal Conservancy and Bay Conservation and Development Commission Hearings	---	03/26/93
92	25	Property Survey Report Approvals	DAM 0900	12/14/92
92	20	Verification of Student Status	DAM 0200	10/21/92
92	15	Sexual Harassment	DAM 1400	07/08/92
92	04	Property Survey Report (DPR 152) Approvals	DAM 0900	01/31/92
91	25	DPR 213, Separation/Transfer/Promotion Information and Checklist	DAM 0200	09/17/91
91	05	Revised Notice to Appear	DOM 0600	02/01/91
91	01	Accessibility Program Policy, Goals, and Objectives	DAM 1400	01/02/91
90	23	Revised DPR 451, Public Use Facilities Inventory	DOM 1400	08/28/90
90	08	DPR 252, Employee Lease Agreement	DOM 1400	02/27/90
90	06	Commercial Photography Permit Overtime Reporting	DAM 1100	02/22/90
89	35	Sexual Orientation Policy	DAM 1400	11/09/89
89	24	Advertising in the Job Opportunity Bulletin	DAM 0200	07/05/89
88	63	Skelly Hearings	DAM 0200	12/06/88
88	58	Promotions While on Training and Development Assignments	DAM 0200	10/24/88
88	47	Reasonable Accommodation	DAM 1400	08/10/88
88	46	DPR 794, Complaint Intake Form	DAM 1400	08/10/88
88	22	Form I-9, Employment Eligibility Verification Information	DAM 0200	04/12/88
88	17	Prohibited Incompatible Activities	DAM 1500	03/22/88

88	11	California Administrative Code Title Change	---	02/26/98
87	24	Promotion Policy	DOM 0300	10/08/87
87	09	Policy, Procedure, Program Direction and Instruction	DAM 0800	04/28/87

9.4 Findings and Action Steps

Findings – Practices that Require Modification

Action Steps and Timeframes

A. Programmatic Survey Results	
<u>Alternate Formats and Auxiliary Aids/Services</u>	
Job announcements and exam information is not always available in alternate formats.	Upon request, job announcements and exam information must be available in alternate formats such as large print, Braille, audio recording or electronic file.
Reports and other publications are usually only provided in written format.	Alternative formats such as Braille, electronic file, large print and/or Internet must be available upon request. This must be implemented on an ongoing basis at each park unit and at the District and Headquarters level.
Auxiliary aids or accommodations are not always provided for persons with hearing or speech impairments.	Auxiliary aids or accommodations such as computer aided technology, pictorial signage, sign language interpreters, transcripts, TTYs, paper and pen, and/or captioning must be provided upon request for persons with hearing or speech impairments. See Appendix E - Sign Language Interpreter Departmental Notice for guidelines on advanced notice, etc.
Auxiliary aids or accommodations are not always provided for persons with visual impairments.	Auxiliary aids or accommodations such as computer aided technology, large print, Braille, audio description, tactile maps, and/or hand-held objects must be provided upon request for persons with visual impairment.

Most respondents in the field and Headquarters did not have guidelines for interview panel members on how to conduct non-discriminatory interviews.	Guidelines are available from the Human Rights Office for panel members regarding non-discriminatory interview. These guidelines must be widely distributed. They are included in the appendix of this document and should be attached to the Admin. Weekly Report on an annual basis. These techniques should be emphasized in Supervisory Practices and Supervisory Refresher training courses at Mott Training Center.
Many field units had no consistent methods for notifying the public about how to file a complaint regarding accessibility in park units.	A policy has been developed to identify required methods for notifying the public about how to file a discrimination complaint. (See Appendix B)
<u>Training</u>	
Many front line staff members have not been provided with formal disability awareness training. Many front line staff members are also not trained in how to provide alternative forms of communication.	All front line staff members must receive training in how to provide information or instructions in large print, Braille or written notes. They must also be trained to know when to provide a sign language interpreter or real time captioning for individuals with hearing impairments/deafness. By September 2002, all seasonal and front line staff will receive this training through field training sessions, the employee orientation process, seasonal employee training, interpreter training and/or maintenance safety training.
Staff members are not consistently trained regarding the possibility of needing to modify a policy or procedure to accommodate an individual with a disability.	Through disability awareness training, Equal Employment Opportunity counseling, employee orientation and other training programs, all staff members must understand the possible need to modify a policy or procedure to accommodate an individual with a disability. Staff shall be trained on an ongoing basis.

B. DAM Chapter 200 – Personnel	
Much of this chapter is dictated by the following data sources: Government Code, State Personnel Board directives, Department of Personnel Administration directives, California Civil Service Laws and Rules, Personnel Transactions Manual and the State Administrative Manual.	These data sources are based on extensive policy review at higher levels of State Government. Accessibility has been incorporated into these directives and manuals. The Department has no authority to change these policies, therefore they were not reviewed in this forum.
<u>Policy 0200.1</u>	
Paragraph 3 mentions "...persons with mental or physical handicaps,..."	Change "handicaps" to "disabilities"
<u>Exam Announcements 0205.2</u>	
This section does not mention that exam announcements must be available in alternative formats.	Add the following statement at the end of the section: "Upon request, job announcements and exam information must be available in alternate formats such as large print, Braille, audio recording or electronic file."
<u>Written Test 0205.41</u>	
This section does not mention that a modification may be needed for applicants with visual impairment.	Add the following statement at the end of the section: "An applicant with a visual impairment is entitled to a reasonable accommodation, which may require assistance with reading the questions and marking the answers on paper."

<u>Interviews 0205.44</u>	
There is no mention of the need for non-discriminatory interviews, or how the panel should prepare if an applicant has requested accommodation on their application form.	<p>After the 4th paragraph, insert the statement: "Panel members must follow the Guidelines for Conducting Non-Discriminatory Interviews, which are available from the Human Rights Office (and referenced within the DAM)."</p> <p>These Guidelines should be included as a section of either the Personnel Chapter or within the Human Rights Chapter of the DAM.</p>
<u>Advertising Through the Job Opportunity Bulletin 0210.31</u>	
There is no mention of the need to provide announcements in alternative formats.	Add a statement after the second paragraph: "Upon request, job announcements and exam information must be available in alternate formats such as large print, Braille, audio recording or electronic file."
<u>Referral and Selection of Qualified Candidates 0210.311</u>	
There is no mention of the need for conducting non-discriminatory interviews.	Add after the second paragraph: "Panel members must follow the Guidelines for Conducting Non-Discriminatory Interviews, which are available from the Human Rights Office (and referenced within the DAM)." These Guidelines should be included as a section of either the Personnel Chapter or within the Human Rights Chapter of the DAM.
<u>Choosing a Temporary Employee 0210.63</u> <u>Conducting Interviews</u>	
There is no mention of the need for conducting non-discriminatory interviews.	After the first paragraph, add the statement: "Panel members must follow the Guidelines for Conducting Non-Discriminatory Interviews, which are available from the Human Rights Office (and referenced within the DAM)."

<u>Medical Clearance 0215.2</u>	
There is no mention of the options with regard to reasonable accommodation of people with disabilities. There is not a good explanation of the relationship between physical abilities and regular job duties.	Add a statement referring to DAM section 215.24, Reasonable Accommodation for People with Disabilities.
C. DAM Chapter 300 – Training and Development Program	
<u>Department Training Center 0305.1</u>	
There is no mention of the need for reasonable accommodations for people with disabilities.	Add a second paragraph: “The Training Center is responsible for providing reasonable accommodation to employees with disabilities. Employees who need accommodation must notify the Training Center at least two weeks in advance. Accommodations may include sign language interpretation, materials in large print, electronic file, special classroom seating, etc.”
D. DAM Chapter 400 – Travel	
	No changes necessary
E. DAM Chapter 500 – Budgeting	
	No changes necessary
F. DAM Chapter 600 – Accounting	
	No changes necessary
G. DAM Chapter 700 – Contracts	
<u>California State Contracts Register (CSCR) 0750.2</u>	
This section does not mention that contract announcements must be available upon request in alternative formats. While this responsibility may fall primarily on the Contract Register, the Department must provide original files, etc. that can be converted to alternative formats.	Add after the second paragraph: “Upon request from an individual with a disability, contracts out for bid must be available in alternate formats such as large print, Braille, audio recording or electronic file.”

H. Chapter 800 – Records, Forms and Manuals	
<u>Public Records 0810</u>	
There is no mention of the need to provide alternate formats for people with disabilities.	After the sixth paragraph, add a statement: "Upon request, public records must be available in alternate formats such as large print, Braille, audio recording or electronic file."
I. DAM Chapter 900 – Property	
	No changes necessary
J. DAM Chapter 1000 – Support Services	
	No changes necessary
K. DAM Chapter 1200 – Employee Safety	
<u>Plan Provisions 1235.1</u>	
There is no statement regarding the need for information regarding employees and visitors with disabilities who may need assistance in case of emergency.	Add F: "Procedures for notifying and evacuating people with disabilities."
There are no provisions regarding audio alarm systems that must also have a visual component for people with a hearing impairment.	Add G: "If audible alarms are provided, a visual beacon or alternative system must be provided for people with hearing impairment."
L. DAM Chapter 1300 – Purchasing	
	No changes necessary
M. DAM Chapter 1400 – Human Rights	
	This chapter is under revision. Most management staff has given approval for implementation of the revision. A decision is pending regarding continued use of the term Affirmative Action as appropriate. Therefore, the chapter, in its state of revision, was selected for review and comment pertaining to accessibility language. The revised Chapter 1400, Human Rights (as proposed) adequately addresses accessibility related concerns.

N. DAM Chapter 1500 – Labor Relations	
<u>Telephone Communications, Types of Telephone Service 1021.2</u>	
There is no mention of the use of TTY systems for people with hearing impairments.	Add after the first paragraph: "A TTY system should be available on phone lines that are primarily used by the public to obtain park information. This applies to advertised phone numbers. Staff members who answer the phone must be trained in the use of the TTY system."
O. DAM Chapter 1600 – Information Technology	
	No changes necessary
P. Departmental Notices	
<u>Dept. Notice No. 99-05</u>	
No TTY information is provided.	<u>Suggestions for Obtaining Permission</u> add after the last sentence; "To use the California Relay Service with TTY, call (888) 877-5378 or without TTY, call (888) 877-5379."
Q. Personnel Procedure Manuals	
These manuals are published and provided by state control agencies that mandate processes used for administrative practices.	No changes. Changes are beyond our jurisdiction
R. Director's Recognition Program Guidelines	
This is an in-house document designed to acknowledge DPR employees for their outstanding accomplishments in different recognition categories.	No changes recommended
S. Discrimination Complaint Program Handbook	
	References to handicap or handicapped should be replaced by disability, persons with disabilities or disabled, as appropriate to sentence structure.
Page 2 – The State Civil Service Act: California Government Code, Sections 19700-19796	Last word in paragraph, remove "handicap" and parenthesis encompassing disability.

Page 3 – Section 19572(w)	Delete “physical handicap” replace with disability.
	When this document undergoes its next revision, consideration should be given to early inclusion of a statement such as “All phases of the discrimination complaint process shall include an effort to make the complainant aware of available reasonable accommodation and/or alternate communication methods.”

10.0 Accessibility Policy Development

The Department has initiated steps to further communication efforts designed to benefit the public. The Departmental Notice 2000-07, Accessibility and Publications Policy, has been developed and implemented to improve all Department publications. Departmental Notice 2001-04, Use of Qualified Sign Language Interpreters, provides information and guidelines for Department staff on providing sign language interpreters for visitors with hearing impairments.

10.1 Accessibility and Publications Policy

Introduction

Communicating park information to the public is essential to the mission of the California Department of Parks and Recreation. This communication often takes the form of publications. The Americans with Disabilities Act of 1990 (ADA) requires that public entities' publications are accessible to people with disabilities; therefore, the Department must ensure that its communications with individuals with disabilities are as effective as its communications with others. Regulatory references: 28 CFR 35.160-35; Title II TAM 11-7.000.

This Departmental Notice establishes a policy to ensure that the Department's publications comply with the law and also establishes clear standards to follow in producing accessible publications throughout the Department. In addition to being accessible, publications must provide accurate information about accessible facilities and programs.

ACCESSIBILITY AND PUBLICATIONS

All new or reprinted Department publications shall be prepared using the following parameters based on the Americans with Disabilities Act of 1990 (ADA). This policy applies to publications developed at the Headquarters, District or Unit level, including items produced by cooperating associations and concessionaires, and park program materials. Publications include brochures, booklets, books, announcements, advertisements, park maps, campground maps, plans, technical reports and newsletters.



1. Public Information

- A. Publications shall integrate information about accessible features with general descriptive information regarding park sites and facilities. A standard symbol of accessibility shall be

used to locate accessible features on maps and to identify the location of accessibility information within the publication text.

- B. Publications shall state the availability of a teletypewriter (TTY), if available. If a TTY is not available, the publications shall include the following statement: "To use the California Relay Service with TTY, call (888) 877-5378 or without TTY, call (888) 877-5379."
- C. Publications shall incorporate the following standardized accessibility statement: "California State Parks does not discriminate against individuals with disabilities. Prior to arrival, visitors with disabilities who need assistance should contact — (contact and phone number)."

This statement encourages visitors to request assistance, such as American Sign Language (ASL) interpretation for the deaf. There are other languages that are used, including Signed Exact English (SEE), Manual Coded English (MCE), or Pidgin Signed English (PSE). A visitor may prefer Real Time Captioning.

- D. When applicable, publications shall state: "This publication is available in alternate formats by contacting — (contact and phone number)."

Alternate formats include audio tape recordings, large print, Braille, electronic file and the Internet.

2. Standard Type Font Size

- A. Standard type font size for brochure text is 12 point. Fonts should be easy to read and may be either serif or sans serif.

This is an example of 12-point type font (Arial).

3. Large Print

- A. Printed park visitor information shall be available upon request in large print format.
- B. Large print materials shall be at least 18-point size in sans serif type font. "Sans serif" means without any short lines stemming from and at an angle to the upper and lower ends of the strokes of a letter. See examples below:

This is 18-point size.

This is Arial – an acceptable sans serif font.

This is Times New Roman – an unacceptable font for Large Print formats.

4. Contrast

- A. To enhance readability, dark print or graphics should be used on a light background. Reversed light print with a dark background may also be acceptable, if there is high contrast.

5. Symbols

- A. International recreation symbols should be used on park maps, whenever possible, to identify areas, facilities, or points of interest.

6. Readability

- A. Publications shall be easy to read. Concise sentences without slang or academic jargon should be used whenever possible.

7. Compliance Review

- A. All new or redesigned publications of park visitor information, such as the California State Parks Official Map, the Reservations Brochure and individual park brochures, shall be reviewed by the Accessibility Section before printing. This review shall be scheduled to coincide with the appropriate stage of review during design of each publication. The Accessibility Section will review for content on accessible features, type and other items mentioned in this notice.

If you have questions regarding this notice, please contact the Accessibility Section at (916) 445-8949.

10.2 Use of Qualified Sign Language Interpreters Policy

Background

The use of a Qualified Sign Language Interpreter (QSLI) is a visual method of communicating. Title II of the Americans with Disabilities Act (ADA) specifies that public agencies' programs, services and activities must be accessible to and usable by persons with disabilities. To meet this obligation, governmental agencies must make available appropriate auxiliary aids and services, such as qualified sign language interpreters to communicate with people who are deaf and hard of hearing. Even without a specific request from a member of the public, use of a QSLI should be considered for special events, "all employees" meetings and anytime there is a diverse audience together for government business.

A Qualified Sign Language Interpreter (QSLI) means "an interpreter who is able to interpret effectively, accurately, and impartially both receptively and expressively, using any necessary specialized vocabulary." QSLIs receive certification through national organizations, state organizations and state agencies. There are several different types of sign language, the most common being American Sign Language (ASL) and signed English. Many interpreters are

certified, and certified interpreters should be able to interpret both of these forms of sign language. QSLIs have received certifications in interpreting and have extensive experience in their field.

Guidelines

Whenever the District/Sector or Headquarters Office is planning an upcoming event, where oral communication is part of the event, printed announcements, publicity flyers, advertisements and meeting announcements need to include the following statement: “To request a sign language interpreter or other auxiliary aids or services for people with disabilities, please contact (appropriate staff person.)” This should be the District Accessibility Coordinator or event coordinator’s contact number. The individual coordinating the special event or meeting should be responsible for requesting and arranging for the QSLI.

Upon request for a sign language interpreter, the District/Sector or Headquarters Office is required to use its best efforts to provide a sign language interpreter, preferably a QSLI. Other forms of communication, such as written communication, assistive listening devices or Computer Assisted Real Time Captioning (“CART”) may be preferred by the deaf or hard of hearing person. It is best to ask the deaf or hard of hearing person which method will work best. The individual’s particular need is the most important thing to consider in order to achieve the most effective communication possible in any situation. If the preferred method cannot be provided, the next best method should be made available.

A resource list with information and a listing of organizations and referral agencies is available from the District/Sector Headquarters Accessibility Coordinator and the Accessibility Office at Headquarters. In attempting to obtain a QSLI, staff should use their judgement in deciding which organizations to contact first, but staff must exhaust all options on the resource list before determining that a QSLI is unavailable. The District/Sector or Headquarters Office providing the service will be responsible for the cost associated with the QSLI services. Therefore, billing should be sent to the responsible District/Sector or Headquarters Office.

The Department’s “All Visitors Welcome” publication is a handbook specifically written as a reference for planning programs and delivering them to the general public, many of whom have some type of disability. The section on “Hearing Impairments” provides suggestions for making existing programs more accessible to people with hearing loss.

Communication for the hearing impaired is a link for experiencing the park environment. Providing accessible programs and services will enable all visitors an enjoyable and satisfying park experience.

If you have any questions, please contact the Accessibility Section at (916) 445-8949.

11.0 Locally Operated Parks

11.1 Background

The California State Park system is made up of 267 park units. Of these, 36 parks, or portions thereof, are owned by the State but operated by other entities and are referred to as locally operated units. The department has a responsibility to ensure that accessibility is being addressed at these locally operated parks. The Accessibility Section developed a process to assess whether a self-evaluation and a transition plan have been produced and how those documents could be obtained for review.

These local agencies include cities, counties, park and utility districts, and non-profit organizations throughout the state.

11.2 Approach

A questionnaire was developed to obtain information from locally operated parks. It covered the following categories:

1. Designated Accessibility coordinator
2. Self-Evaluation completion status
3. Transition Plan completion status
4. Self-Evaluation and Transition Plan location
5. Self-Evaluation and transition Plan contents
6. Facility modification procedures
7. Maintenance of accessible features

The Accessibility Section contacted the administrators of locally operated parks, distributing the questionnaire with a letter requesting a response by May of 2000. The information received, was reviewed, from each agency and assembled into a report, as follows.

11.3 Agency Results

The following chart displays the survey results identifying State Park owned units operated by local agencies and information regarding a completed Self-Evaluation and Transition Plan.

STATE PARK OWNED UNITS OPERATED BY LOCAL AGENCIES			
Agency	Park Unit	Self-Eval Plan on File	Transition/Self Evaluation Plan
City of Carlsbad 1635 Faraday Avenue Carlsbad, CA 92008-7314 ATTN: Lloyd Hubbs Public Works Director 760-602-2720	Carlsbad SB		The City of Carlsbad operates a portion of this unit. The only facility on state land is a restroom facility. Restroom plans submitted were constructed in full compliance with ADA. On site visit by our Associate Architect indicated path of travel not accessible. Recommend: Survey and include with unit plans.
East Bay Regional Park District 2950 Peralta Oaks Court PO Box 5381 Oakland, CA 94605-0381 510-635-0135	East Bay Shoreline		Newly acquired unit – no facilities. Operation of park unit in negotiation with local agencies.
East Bay Regional Park District Design Department P.O. Box 5381 Oakland, CA 94605-0381 ATTN: Mike Anderson Chief of Design 510-544-2303	Lake Del Valle SRA Robert W. Crown Memorial SB	X	Transition Plan and Self-Evaluation Plan completed and on file. Recommend: No Survey

STATE PARK OWNED UNITS OPERATED BY LOCAL AGENCIES			
Agency	Park Unit	Self-Eval Plan on File	Transition/Self Evaluation Plan
City of Encinitas 505m S. Vulcan Avenue Encinitas, CA. 92024-3633 ATTN: Phillip Cotton Park and Beach Supt 760-633-2600	Moonlight SB Leucadia SB	X	Transition Plan identifies and evaluates the facilities. The modification and costs estimates are noted. The Self-Evaluation Plan addresses the ADA requirements and comments on city compliance. Recommend: No survey
City of Huntington Beach P.O. Box 190 Huntington Beach, CA 92648-2702 ATTN: Jim Ingle Assistant Community Service Director 714-536-5495	Bolsa Chica (Pier)		No Transition Plan or Self-Evaluation Plan available – Pier only. Recommend: Survey at future date.
City of Los Angeles Dept. of Recreation and Parks Planning and Construction 200 No. Main Street, Room 709 Los Angeles, CA 90012 ATTN: Ellen Oppenheim General Manager 213-485-5671	Drum Barracks Dockweiler SB Watts Towers of Simon Rodia SHP Will Rogers SB	X	Transition and Self-Evaluation Plan available. According to letter submitted, Watts Towers, Dockweiler SB and Will Rogers SB will be undergoing major renovation. Recommend: No survey

STATE PARK OWNED UNITS OPERATED BY LOCAL AGENCIES			
Agency	Park Unit	Self-Eval Plan on File	Transition/Self Evaluation Plan
County of Los Angeles 433 South Vermont Ave Los Angeles, CA 90020-1975 ATTN: Tom Dittmar 213-738-2974	Malibu Lagoon SB (Malibu Bluffs)		No Transition Plan/Self-Evaluation Plan. Recommend: Survey facility and include with unit plans
County of Los Angeles 433 South Vermont Ave Los Angeles, CA 90020-1975 ATTN: Tom Dittmar 213-738-2974	Placerita Canyon SP Castaic Lake SRA Kenneth Hahn SRA		Surveys completed. Transition plan and Self-Evaluation Plan completion date tentative for late 2001. Recommend: No facility survey. Review plans when completed.
City of Monterey City Hall Monterey, CA 93940 ATTN: Les R. Turnbeaugh 831-646-3997	Monterey SB (Window to the bay)	X	This portion of the park is operated by the City of Monterey. Transition Plan and Self-Evaluation Plan submitted is detailed and addresses ADA compliance. Recommend: No survey

STATE PARK OWNED UNITS OPERATED BY LOCAL AGENCIES			
Agency	Park Unit	Self-Eval Plan on File	Transition/Self Evaluation Plan
City of New Port Beach Public Works Department P.O. Box 1768 Newport Beach, CA 92659-1768 ATTN: Lloyd Dalton P.E. 949-644-3328	Corona Del Mar SB	X	Transition Plan submitted and on file. Inventory building and restrooms were completed. Document submitted (July 15, 1992) indicates that a Nancy Bear would be inspecting facilities at the parks. Planning to remove existing facilities and replace everything. Recommend: No survey
City of Pacifica City Managers Office 170 Santa Maria Ave Pacifica, CA 94044 ATTN: Diane Ceravolo General Services Director 650-738-7302	Pacifica SB		No Transition Plan or Self-Evaluation Plan. Recommend: Survey facility
City of Pismo Beach Planning Division 760 Mattie Road Pismo Beach, CA 93449 ATTN: Randy Bloom Community Dev. Director 805-773-4658	Pismo SB		No Transition Plan or Self-Evaluation. City Pier on State property. Recommend: Survey facility and include with unit plans

STATE PARK OWNED UNITS OPERATED BY LOCAL AGENCIES			
Agency	Park Unit	Self-Eval Plan on File	Transition/Self Evaluation Plan
County of Sacramento 4040 Bradshaw Road Sacramento, CA 95827 ATTN: Holly Dallas RTC,CRTS RTC, CRTS 916-875-6672	Stone Lake		No Transition Plan and Self-Evaluation Plan submitted. Letter from County states no developed facilities, however newsletter describes universally accessible viewing structure at Stone Lake. County will be surveying facilities in 2001. Recommend: Review county plan when completed.
City of San Clemente Beaches, Parks & Recreation Dept. 910 Calle Negocio, Ste 100 San Clemente, CA 92673 ATTN: Trang Huynh/John Beer 949-361-6170 949-361-8267	San Clemente SB (Calafia Park)		The City of San Clemente operates a portion of this unit. Transition Plan and Self-Evaluation Plan on file. Copies at 100 N. Calleseville San Clemente, CA 92673 Recommend: Survey facility and include with unit plans.
City of Santa Cruz Parks & Recreation Dept. No. 1 The Plaza Sonoma, CA 95476-9000 ATTN: Pamela Gibson City Manager 707-938-3681	Lighthouse Field SB	X	Transition Plan and Self-Evaluation Plan submitted and on file. Comprehensive survey submitted for Lighthouse Point/Surfing Museum. The restrooms and parking lots adjacent to the field are accessible. Documents indicate actual survey for the field not done because it is considered natural open space. Recommend: No survey for Lighthouse Point/Surfing Museum

STATE PARK OWNED UNITS OPERATED BY LOCAL AGENCIES			
Agency	Park Unit	Self-Eval Plan on File	Transition/Self Evaluation Plan
City Of Santa Monica Community and Cultural Services 1685 Main Street P.O. Box 2200 Santa Monica, CA 90407-2200 ATTN: Elaine G. Mutchnik Beach Manager 310-458-8310	Santa Monica SB	X	Transition Plan and Self-Evaluation Plan submitted and on file. Plans propose ADA compliance for Santa Monica Pier and Beaches. Recommend: No facility survey
County of San Diego Dept. of Parks & Recreation 5201 Ruffin Rd. Suite P San Diego, CA 92123-1699	Anza Borrego Desert SP (Agua Caliente)	X	The county of San Diego operates a portion of this unit. Transition Plan and Self-Evaluation Plan submitted and on file. Deficiencies, method of achieving accessibility and cost estimates documented. Recommend: No facility survey
San Diego County Office of Education Outdoor Education Program Rm 410 6401 Linda Vista Road San Diego, CA 92111-7399 ATTN: George Stratman Dir Outdoor Educ Prog 858-292-3500	Cuyamaca Rancho SP Palomar Mountain SP (School Camp)		San Diego County Office of Education operates parts of these units. No Transition Plan and Self-Evaluation Plan submitted. School serves children with disabilities. Recommend: Survey facility and include with unit plans.

STATE PARK OWNED UNITS OPERATED BY LOCAL AGENCIES			
Agency	Park Unit	Self-Eval Plan on File	Transition/Self Evaluation Plan
County of San Luis Obispo Department of General Services County Government Center San Luis Obispo, CA 93408 ATTN: Kathleen Macneill Sr Capital Projects Coord. 805-781-5200	Cayucos SB Morro Bay SP, (Morro Bay Golf Course, Bishop Peak)		No Transition Plan and Self-Evaluation Plan submitted. Morro Bay Golf Course Parking Lot survey submitted with recommendations and cost estimates. Recommend: Survey facilities and include with unit plans.
County of San Mateo 455 County Center, 4th Floor Redwood City, CA 94083-1646 ATTN: Lynne Fritz Parks Superintendent 650-363-4020	San Bruno Mountain SP		Transition Plan is submitted and on file. No Self-Evaluation Plan. Deficiencies and modifications are noted. Recommend: No facility survey
City of Sonoma City of Sonoma, Administration No. 1 The Plaza Sonoma, CA 95476-9000 ATTN: Pamela Gibson City Manager 707-938-3681	Sonoma SHP (Casa Grande Parking Lot)	X	A portion of this unit is operated by the city of Sonoma. No Transition Plan or Self-Evaluation Plan, exempt at time ADA was passed (Less than 50 employees). Recommend: Survey facility and include with unit plans

STATE PARK OWNED UNITS OPERATED BY LOCAL AGENCIES			
Agency	Park Unit	Self-Eval Plan on File	Transition/Self Evaluation Plan
County of Ventura 800 South Victoria Ave Ventura, CA 93009 805-654-3744	Mandalay SB		No Transition Plan and Self-Evaluation Plan. According to District no facilities undeveloped. Recommend: No facility survey
North Tahoe City Public Utility District P.O. Box 139 Tahoe Vista, CA 96148 ATTN: Dave Shaw Park & Facilities Supt. 530-546-4212	Kings Beach SRA		No Transition Plan/Self-Evaluation Plan. Recommend: Survey facility
Santa Barbara Trust for Historic Preservations 123 East Canon Perdido Street P.O. Box 388 Santa Barbara, CA 93102-0388 ATTN: Sally Fouhse Assoc Dir for Business Affairs 805-966-1279	El Presidio de Santa Barbara		No Transition Plan and Self-Evaluation Plan. Surveys completed. Renovation plans under development.

STATE PARK OWNED UNITS OPERATED BY LOCAL AGENCIES			
Agency	Park Unit	Self-Eval Plan on File	Transition/Self Evaluation Plan
Tahoe City Public Utility District P.O. Box 33 221 Fairway Drive Tahoe City, CA 96145 ATTN: Layne Van Noy Prk & Rec Supt 530-583-3796 ext. 25	Tahoe SRA (Skylandia) Burton Creek SP (Cross Country Ski Trails)		No Transition Plan/Self-Evaluation Plan. Recommend: Survey facility and include with unit plans.
Woodland Opera House PO Box 1425 Woodland, CA 95776 ATTN: Jeff Keane Executive Director 530-666-9617	Woodland Opera House SHP		No Self-Evaluation Plan/Transition Plan. Recommend: Survey facility and include with unit plans.
Wassama Round House Association PO Box 328 Ahwahnee, CA 93601 ATTN: Karyn Schultz 559-683-3631	Wassama Round House SHP		No Transition Plan/Self-Evaluation Plan. Recommend: Survey Facility and include with unit plans

STATE PARK OWNED UNITS OPERATED BY LOCAL AGENCIES			
Agency	Park Unit	Self-Eval Plan on File	Transition/Self Evaluation Plan
Mendocino Woodlands Camp Association PO Box 267 Mendocino, CA 95460 ATTN: Don Taylor 707-964-7944	Mendocino Woodlands		No Transition/Self-Evaluation Plan. Recommend: Survey Facility. Check status as historical landmark
Covered Wagon Tours PO Box 1106 La Quinta, CA 92253 619-347-2161 1-800-367-2161	Indio Hills Palms		Concessionaire: Covered Wagon Tours. Recommend: Survey Facility